

# PMDS 2026

Begin Draft

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## 1. SMART Objectives

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**1. Support the handover of the ESB platform to the development team and contribute to infrastructure cost optimization, ensuring a clear transition path by end of cycle.**

### Planned output

- Support infrastructure cost optimization by assisting with resource consolidation, removal of unnecessary servers, and migration to Proxmox to reduce operational costs.
- Collaborate with the development team to define and document the ESB handover process, covering infrastructure scope, responsibilities, and transition milestones.
- Contribute to the migration of remaining API endpoints and post-migration infrastructure definition in coordination with the development team.
- Ensure all prerequisites for removing ESB from the support catalog are identified, tracked, and progressed toward completion.

## 2. Operational & Service Excellence

### Planned output

- In line with the service delivery agreement, ensure levels of operational support meet or exceed agreed service level target
  - Resolution of Incidents WO on target no less than 95%
  - Resolution of RFS WO on target no less than 90%
  - Meet or exceed the targeted service availability (applications/DBs) and uptime of 99.90 % in all supported production components maintained and supported by the unit.
- Operate within the ISO 20000 framework
- Participate in "On Call" processes as per the unit schedule.

## 3. Compliance with AOM standards

### Planned output

- Time recording on a monthly basis before the end of the month
- Follow routine operation of service controls (Preventive maintenance plan)
- Tracking of Unite/Premier Support cases open by s/m

- Produce and update documentation related to supported services
- Operate and align to any changes of the UNICC and customer SMS

## 2. Mandatory Team Objective

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### Objective

Increase the AOM Unit versatility and capability in services provided by the Unit

- Participate in at least 3 internal knowledge transfer sessions arranged for all unit members.
- Each unit member produces at least one new step-by-step support procedure instruction document

## 3. Mandatory and Optional Competencies

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### Moving forward in a changing environment

### Technical Competence

### Overall Attitude at Work

### Teamwork

### Respecting and Promoting Individual and Cultural Differences

### Communication

## 4. Learning and Development Plan

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### What?

- Technical area related to my job
- Information technology and communication skills
- Languages
- Mandatory Training

### How?

- Self-study
- Distance learning
- Workshop, seminar, conference
- On-the-job learning

### Why?

- Increase effectiveness in current job
- Develop competencies for future job