

PMDS 2026

End Draft

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1. SMART Objectives

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.

Comments

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.

Comments

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

Comments

2. Mandatory Team Objective

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

Comments

3. Mandatory and Optional Competencies

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

4.4.1 Describe the Learning and Development Activities

Attending mandatory trainings as per HR recommendations

Nothing to report

Attending trainings related to Linux, automation, and cloud technologies

Nothing to report

Attending other technical trainings as required

Nothing to report