



DGSi

Together, let's lead Michelin towards IS Excellence

ISIMA

Digital world and need of expertises

University of Application Performance

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Ref fichier/sujet	Auteur/Scé :Eric Tremoliere DGSi/IN/PRJ	Date de création :	Classification : D?	Conservation :	
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Agenda

- Michelin presentation
- Context
- Training objective
- Feedback of the initiative

Michelin, world leader with values & passion



A Company with values

Over 120 years of history



A passion for motorsports

Hundreds of victories around the world

n°1

World leader

high performance tires for cars

radial tires for trucks, earthmovers, aircrafts

Key facts about Michelin in 2012

- 113,400 employees**
- 69 plants in 18 countries**
- Operations in 170+ countries**
- 166 million tires produced**
- 1.5 billion**



Quality around the world

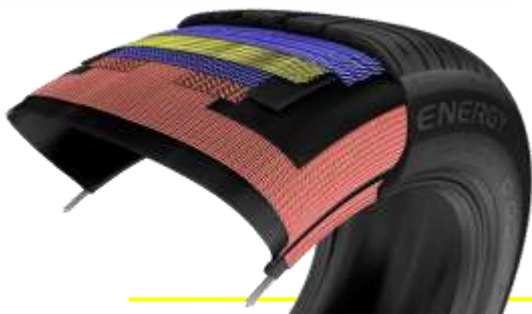


- Design Anywhere, Manufacture Anywhere
 - The same product worldwide, wherever manufactured
 - Quality is part of Michelin genes



69 plants

200+ raw materials

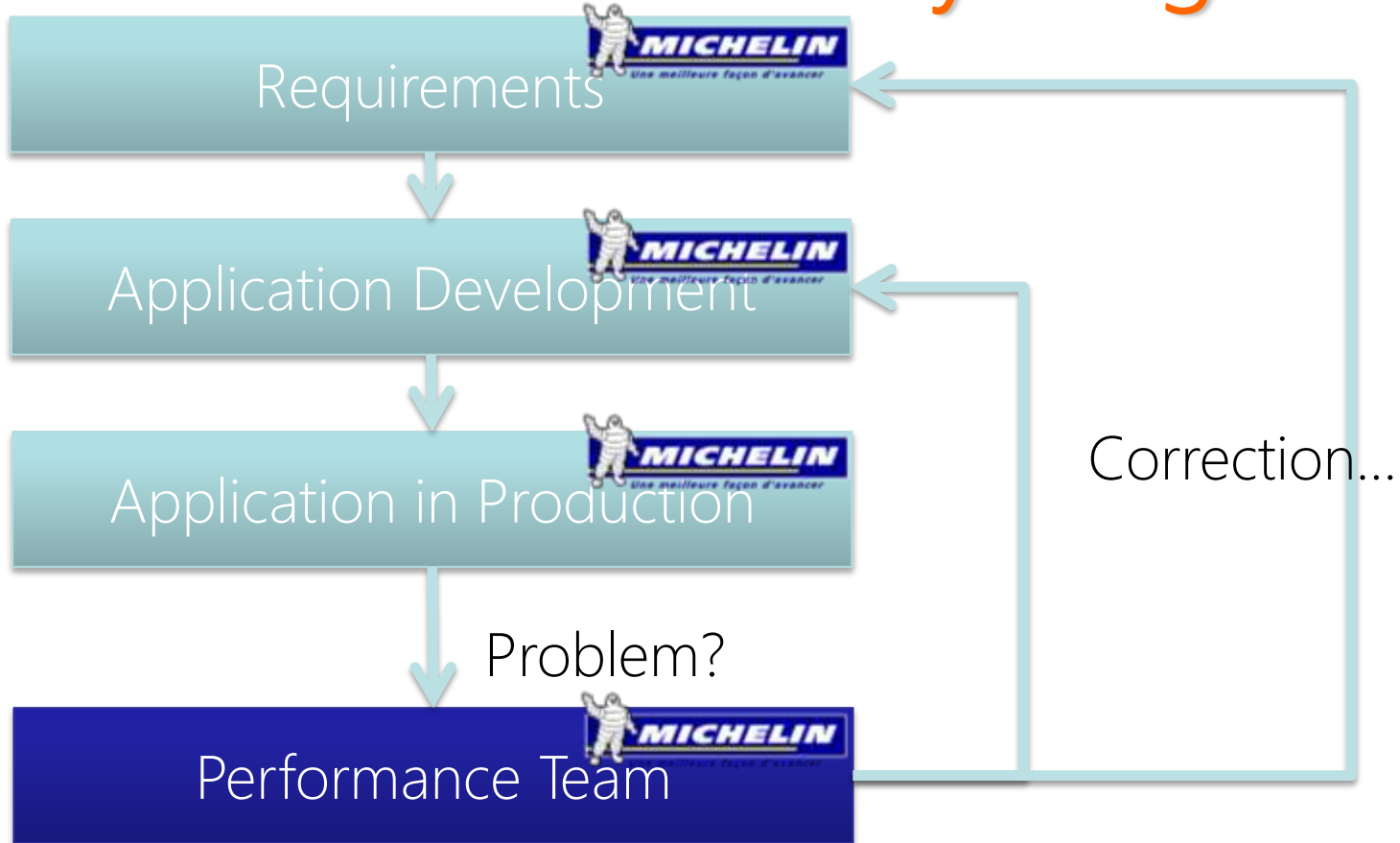


**World
wide
Clients**

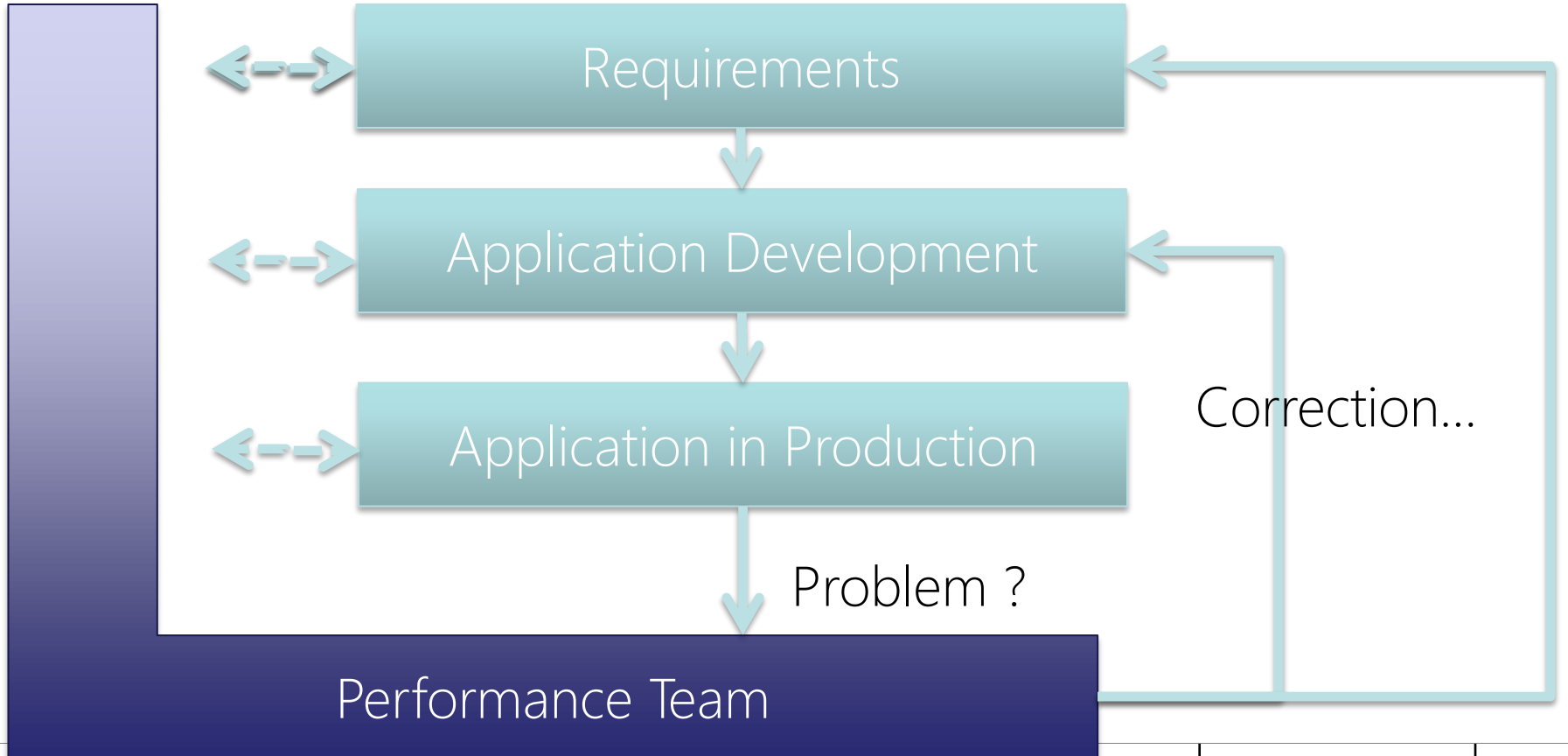


- User experience focus (MTBF / MTTR)
- Need to mobilize IS teams on the performance topics
- Application hosting centralization in Europe to provide WW needs
- Need to speed up the delivery of news applications or features
- Internal / External / SaaS developments
- Diversity of users : Michelin and more and more final end users

Today's organization



Targeted organization



Training objectives

- Make sensitive all IS people to performance and the impacting factors
- Increase the level of knowledge on Application Performance (Software, Database, Network, ...)
- Understand the factors which impact the performance of applications : know, namely identifying, be able to change its practice

At least, 160 persons are
concerned
4 years to do it

Special training session

- All fields are concerned for application performance
- From basics to high level
- 20 attendees at most
- What has been decided : a pilot session leading to adjustments.

- Engineering School in Computer Sciences
 - Embedded systems
 - Software architecture and development
 - Information Systems
 - Applied Mathematics
 - Networks



- How to manage this training session ?
 - Specifications & requirements
 - Several meetings
- ... lead to
 - Existing lectures
 - Adaptation to the specific audience
 - Searching for case studies.



- And then... the pilot

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First session

- 120 hours, ½ days = 34
- ➔ 5 chapters
- Theoretical lectures / case studies (Michelin)

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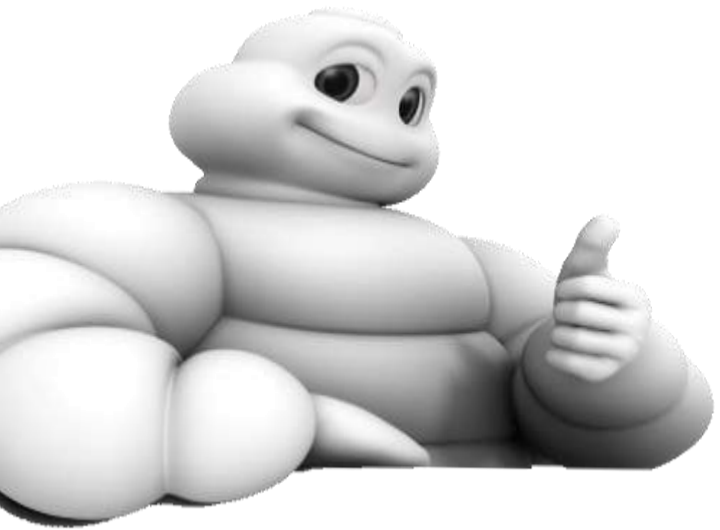
Content of the sessions training

1. General presentation
2. Front-end : web, java, mobile
3. Back-end : servers, database, big data
4. Network : basics and advances
5. Troubleshootings & investigating tools
6. Evaluation of attendees

Bilan et perspectives

- Agile process = redesigning the next one ?
- Collecting opinions & complementary needs
 - Heterogeneous audience
 - Complementary modules
 - Enrich the program
- In case of success, opening to other companies ?

Thank you for your attention



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