



Feedback CSC in French ...

Patrick Jousen to: Brittany D Thompson, Jamie McDonald, anapcsur, catherine.fillare, chpsingh, dlegoix, durdica.damjanovic, galvis, Gerry Broennimann, Patrick Jousen, Ilmiller, llopezd, Michaela Santa Barbara, mkeller, ramyadav, sayocom, smitchel

09.09.2014 12:14

Dear All,

a little of french for you below.
Link.Me is the letter from IBM France to all French employees.
There is a link to my testimony about my CSC assignement.

Still a very good and positive reminder for me thanks to you.

Bonne lecture

Why CCS

For many years interested in a mission Corporate Service Corp C, I had the opportunity to participate in the 2014 campaign for a one month mission in Morocco.

This task is delegated by IBM to the NGO Digital Opportunity Trust, which coordinated the project on Morocco in conjunction with the local IBM responsible Nabil Baddou.

The team and the project

A team of 15 people from 10 different nationalities and more than 5 professional profiles from the financial auditor, the application developer to the manager I am was posted on 4 projects in Casablanca and Rabat.
My team of SAP Indian consultant, a Swiss developer, a Training GBS American manager and myself, have worked with the management team of the Association for the Fight against AIDS in Morocco (ALCS).

Before we arrived, ALCS had defined seven structuring projects for the administration of their financial and operational activities as well as for their communication.

A review of their IT infrastructure and network was also a consideration.

The success of the mission over 4 weeks leaves no room for equivocation and required good coordination between the client team and the IBM CSC team. The first day was dedicated to a good mutual understanding and we were able to quickly understand the expectations of ALCS and see field activities such as HIV testing and training in the use of condoms. This allowed us to understand the requirements for the reporting and storage of information for field activities to document achievements to international financial and medical organisations.

Indeed, the ALCS meets ten audits per year whether about the financial statements or the reality of its commitments in the field.

The first week was intense and devoted to reviewing the 7 projects with a good understanding of each one of them through interviews, synthesis and presentations.

We could therefore start the second week in a formal kick-off of the three key projects for ALCS to meet their needs for financial and operational reporting, effective communication between the various branches throughout the country, positioning as a major player and structuring of the fight against AIDS in the Maghreb.

The challenges:

- An understanding of the processes of the ALCS and their needs from operating their local WIFI to modeling their data and their process
- Formalizing computer 'of these processes and relevant data analysis process for global consistency of projects
- Training teams ALCS to the basics of computers so that they can discuss with prospective subcontractors
- being quick at certain points to make our mission credible and relevant in addition to writing specifications for the long term answer.
- Work conducted in English requiring almost constant translation on my part to ALCS and the IBM team with not only the literal translation but also the processes and computer basics explanation. It was important that the members of the ALCS can judge and more be able to continue our work with prospective partners for the effective implementation of projects
- Structuring and coordinating the activities of each member of the client team and IBM by synchronization points and regular validation.

At the end of four weeks, so we presented a set of specifications and recommendations so that ALCS can continue to progress in the efficiency of their operations.

The little extra that makes the difference

IBM's positive image, the enthusiasm of all the people to work on projects with a human and economic reality.

Weekly updates of the 15 IBM had made on 4 projects and allowed to confront ideas and solutions.

The organization DOT sessions sharing our careers and sessions 'coaching' to students during two mornings.

2 x 3 hours of intense coaching students on starting and building a career on team management allowed some fantastic exchanges

with a dynamic youth with the desire to succeed and develop their ideas.

Support for all IBM on projects with IBM Business Partners and Morocco

Tour of the country during the weekends for welding the IBM team and

discover Morocco and Moroccans in their geographical and cultural

diversity.

conclusion

A rewarding professional and human experience that drives us in our "trenches" face

- Cultural adaptation of the host country with his work habits, relationships of different members of the team and the language barrier despite the presence of Canadians and Americans a little French, a French and Nabil Baddou

- The challenge of adapting to the very heart of the IBM team (English as a common working language, mode of communication between people of different culture and country, work habits, etc.)

- The possible inadequacy of our 'skills' but to take into account our cross-skills such as listening, synthesis, oral communication and human relations management.

The closing remarks by Professor Hakima Himmich, President of the Association for the Fight Against AIDS in Morocco.

"The ALCS, in a continuous concern for performance and efficiency, has been fortunate to have the support of an IBM team of four for a month. Their expertise, availability and quality of their listening helped to develop appropriate recommendations for the implementation of innovative and collaborative solutions supporting the strategic plan of the association for the coming years IT solutions. "

Regards

Patrick Joussem
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pic62738.jpg) Visit
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----- Forwarded by Patrick Joussem/France/IBM on 09/09/2014 12:04 -----

From: France Communications/France/IBM
To:
Date: 09/09/2014 10:04
Subject: Link.me *** The Evian Championship, IBM ifundIT, nominations
STG & GTS, témoignage CSC, Champions for Growth, références
clients...
Sent by: Oumar Kane

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| 2014|

Communication interne | IBM usage interne | 9 septembre

| Executive corner

Nominations STG & GTS

Jean-Christophe Knoertzer nommé Vice-président Systems & Technology Group, IBM France

Alain Henry nommé Vice-président, TSS Multi Vendor Services, IBM Europe

Think Friday

(Embedded image moved to file: pic43455.gif) IBM Watson

Nouveau en septembre

Découvrez comment IBM Watson est annonciateur d'un nouveau type de collaboration entre les humains et les machines !

(Embedded image moved to file: pic14712.jpg) Accès à la session

(Embedded image moved to file: pic55829.gif) Restlessly Reinvent

Depuis août dernier

Pourquoi réinventer sans relâche pour transformer notre entreprise ?

(Embedded image moved to file: pic46146.jpg) Accès à la session

(Embedded image moved to file: pic41903.gif)Refine Your Advantage

En juillet, cela faisait...

10 mois et 9 sujets traités depuis le lancement de Think Academy. L'occasion pour chacun de faire son bilan.

All IBM

(Embedded image moved to file: pic15820.gif)What will you discover with Watson?

IBM Watson is revolutionizing the means for discovery, innovation and insight across industries

(Embedded image moved to file: pic05602.gif)2013 Corporate Responsibility Report

Capturing IBM's moment of transformation

Excitement, delivered everywhere

Mobile, analytics, social, cloud instrumental to US Open fan engagement in the stands, on the go, and at home

Ebola virus update

IBM health services continues to closely monitor Ebola outbreak

(Embedded image moved to file: pic40670.jpg) Ethique et intégrité chez IBM
Partenaires commerciaux

IBMers

(Embedded image moved to file: pic48614.gif) Patrick Joussem témoigne sur sa
mission au Maroc dans le cadre du programme Corporate Service Corps

(Embedded image moved to file: pic38434.gif) Programme Champions for Growth
partez en détachement chez un partenaire pour une expérience enrichissante

(Embedded image moved to file: pic50085.gif) Vivre ensemble avec le handicap
auditif : quelques conseils pour aborder le sujet au travail

(Embedded image moved to file: pic63092.gif) 2014 Virtual Health Fair
Participez au salon virtuel de la santé, les 9 et 10 septembre

(Embedded image moved to file: pic32775.jpg) Mécénat de Compétences
Atelier robots pour la Fête de la Science les 26, 27 et 28 septembre

(Embedded image moved to file: pic47517.jpg) E-learning GlobalEnglish
Développez vos compétences linguistiques : cours disponible pendant 1 an
virtual classroom

Outils de travail

(Embedded image moved to file: pic22790.gif) Sécurité
Tous les périphériques (Thinkpad, smartphone, etc.) se connectant au réseau
IBM doivent maintenant être identifiés. Evitez d'être bloqué(e), vérifiez
vos terminaux sont connus et enregistrez ceux qui ne le sont pas

Lettre de BT&IT France

Si vous êtes vous aussi confronté(e) à la difficulté de retrouver un site Internet ou une page dans l'intranet w3, retrouvez dans cette édition de juillet 2014 deux suggestions d'usage du Tagging et d'IBM Connections

A la Une

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pic35507.gif)

IBM met ses compétences en
de Cloud et de mobilité au
de

"The Evian Championship"

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pic51976.jpg)

IBM ifundIT -- le crowd sourcing
pour accélérer le développement

matière|
|
service|

des applications mobiles pour
IBMers et choisir dans quel(s)
projet(s) investir...

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pic01882.gif)

The IBMer Challenge CAMSS
Il n'est pas trop tard pour
valider vos connaissances en
Cloud, Analytics, Mobile, Social
Security ! (besoin d'aide?)

2014 : 100 ans d'IBM en France

(Embedded image moved to file:
pic26265.gif) Le Blog d'IBM France pour
centenaire
Soumettez aussi vos témoignages écrits,
photos, vidéos...

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La Banque de France réduit son
empreinte environnementale
IBM France obtient le niveau CMMI
l'évaluation de ses activités de
développement

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pic58477.gif)

[Regardez les autres](#)

Business

(Embedded image moved to file:
pic08917.gif) IBM SolutionsConnect 2014
Open Bar Technologique : le 7 octobre,
grand moment pour nos clients à la Cité
des Sciences et de l'Industrie...
[#IBMSolCo](#)

des |

(Embedded image moved to file:
pic27473.gif)Partenariat IBM + Apple
Another milestone in our journey to
transform IBM
Dernière info : Apple + IBM MobileFirst
Offerings

(Embedded image moved to file:
pic30134.gif)Récente acquisition
IBM vient d'ajouter à son portefeuille
Lighthouse Security Group, éditeur d'une
solution cloud de gestion des accès et
identités pour les entreprises

(Embedded image moved to file:
pic52633.gif)Références clients
Découvrez les dernières références :
Crédit Agricole, SNCF, Manutan, MAAF,
ALSTOM, AG2R La Mondiale,...

Innovative City 2014

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la |

IBM, Senior Partner à la convention
Innovative City : IBM se démarque avec
présentation de solutions Smarter Cities
devant les acteurs majeurs de services
urbains

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