Morocco 5 Casablanca

Kick off
January 28th, 2014

Agenda

- Introductions
  - Our roles
  - You: Morocco 5
  - Your buddies: Morocco 4
- Expectations & logistics for the next 12 weeks
- E-dvisor
- Review of the IBM CSC Participant Agreement
- Action items
- Open Q&A

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Introductions – the IBM team guiding you through the experience

Jamie McDonald

- CSC operations manager / matchmaker

Misha Santa Barbara

- your facilitator
- Morocco 4 team participant
- dual citizen (US / Czech Republic)
- strategy / transformation consultant, SO, GTS

Lavinia Frota Flach

- your mentor
- Morocco 4 team participant
- Brazilian and fluent French speaker
- operations guru, IGF

Nabil Baddou

- IBM Morocco liaison, resides in Rabat but will see you in Casablanca !
- sales background , corporate citizenship responsibility for Morocco

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Who you are

Name	Gender	Tenure	Country	Job Family	Job Title
Djurdjica Damjanovic	F	3	Slovakia	Project Management	Contract Commercial Manager UK&I, Debenhams
Susan Mitchell	F	4	United States	Information Technology	Cognos Consultant/Developer
Michael Keller	M	3	Israel	Development Engineers	XIV Lead Software Engineer
Patrick Joussen	M	24	France	Project Management	IBM Client Center - Benchmarks Centers Manager - Montpellier
Dany Le Goaix	M	24	Canada	Project Management	Project Executive, Client Afinity Manager
Ramgopal Yadav	M	7	India	Consulting	Technical Consultant
Sayoko Matsumoto	F	10	Japan	Sales	Solution Representative : Services Solutions Sales Manager
Laurie Miller	F	24	United States	Human Resources	Center for Advanced Learning (CAL) Social Computing Evangelist
Catherine Fillare	F	14	United States	Consulting	Senior Managing Consultant
Lauren Lopez De Victoria	F	3	Puerto Rico	Finance	Corporate Internal Auditor - Latin America
Grant Alvis	M	6	United States	Development Engineers	Team Lead, L2 Support, Websphere Lombardi Edition
Ana Paula Maranho Csuraji	F	3	Brazil	General Professional	US STS PBS Execution Metrics / ISC Innovation Champion
Chandra Prasant Singh	M	4	India	General Professional	GBS-GD BCP Manager
Gerry Broennimann	M	6	Switzerland	IT Architect	Advisory IT Specialist
Brittany D. Thompson	F	4	United States	Consulting	Senior Consultant, O&P Workforce Transformation Solutions

We will get to know each other in more detail ….

- Please fill out the profile
- Post your profile on the community for everyone to download
- You will get to spend 5 minutes on your profile (we will do this across 2-3 calls – 3-5 team members on each call)
- Ask questions of each other
- Listen as there will be a quiz at the end – seriously

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Morocco 4: who we were and who will be your buddies

Daniel Dryden

DRYDEN@uk.ibm.com
44-1962-815193
Hursley, GB Global Business Services
Test Manager - DEFRA

Laura Del Carmen Aguilar Obezo

laurys@mx1.ibm.com
52-33-3669-7679
El Salto, JAL, MX IBM Integrated Supply Chain, Global Procurement
Production Procurement Sourcing Manager

Yan Kai Liu

liuyank@cn.ibm.com
86-10-82454413 M: 86--13910868270
Beijing, 11, CN Global Technology Services
Manager, GTS SEP Development AND Support

Gregory Steinbeck

GASTEIN@de.ibm.com
49-7034-643-0851 M: 49-175-2958-693
Ehningen, DE IBM Sales & Distribution, Finance
ITS Pricing Manager DACH IMT

Rikard Bark

RIKARD@se.ibm.com
46-8-7931853 M: 46-70-7931853
Kista, SE Global Technology Services
Senior Business Process Advisor GTS CEE

Misha Santa Barbara

msantaba@us.ibm.com
1-720-342-2434 M: 1-347-400-9945
Atlanta, GA, US SO Delivery, Delivery Technology & Engineering
Senior Manager, North America Delivery Transformation

Ryosuke Sawazaki

RYOSUKES@jp.ibm.com
81-6-6449-2980 M: 81-80-6706-8797
Osaka, JP Global Business Services
Level One Certified ITS - AIM

Lavinia Frota Flach

laviniaf@br.ibm.com
55-21-2132-5086
Rio De Janeiro, RJ, BR IBM Global Financing, Business Support Operations
BSO NA Customer Operations Manager PC/OEM Contracts EAST I&A

Willa Ricks-Averette

willar@us.ibm.com
1-513-874-5078 M: 1-757-784-8508
Cincinnati, OH, US IBM Integrated Supply Chain, Business Integration & Transformation
S2P BPO Program Manager

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The next 12 weeks should be fun – mostly learning about your team and Morocco

Expectations

- It is your team – let's build a great team together
- Help and support each other
- There is enough opportunities for everyone, please take an active part in forming your team
- Complete e-dvisor modules prior to the call
- Be punctual in meeting target dates and attending the call
- English is not everyone‘s 1st language
  - Speak slowly and clearly
  - Do not be shy to ask question if you do not understand
- Say your name before you speak
- There is no such thing as a stupid question

- **Call structure**
  - Mostly Misha / Lavinia moderates (or guests)
  - Digital Opportunity Trust will have a regular time on our schedule for on-the-ground logistics
  - Some e-dvisor modules will be best suited for a short presentation (max 5 pages) and list the learning points of the module. Some modules are great for sub-teams and we will pair you up for those ahead of time.
  - Present during the call & encourage questions and discussions

- **Rotating minutes taker for every call**
  - Note down the minutes of the call for those who are unable to attend
  - Store the minutes in the activity on our community for the respective weekly call

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You may not make our meeting every week – so we will keep tight records and replays so you can catch up

Activities | Activities | To Do List | Activity Templates | Recent Updates | This Activity | Search

Weekly team calls | Follow this Activity | Mark Activity Complete | Activity Actions

Activity Outline
Recent Updates
To Do Items
Trash
Members
Sections
Add Section
Tags
No tags yet

Add Entry | Add To Do Item | Add Section | More | Display:

Meeting goal and objectives — Michaela Santa Barbara — Jan 9 — More
Code of conduct — Michaela Santa Barbara — Wednesday 2:17 PM — More
Audio bridge used for the Morocco 5 meeting — Michaela Santa Barbara — Wednesday 2:15 PM — More
Web meeting details used for the Morocco 5 meeting — Michaela Santa Barbara — Jan 9 — More

Agendas — Actions

Kick off call — Hide
updated by Michaela Santa Barbara | Wednesday 6:14 PM

Agenda Topics

- Introductions (our role, you, your buddies)
- Expectations & logistics for the next 12 weeks
- e-divisor
- IBM CSC participant agreement
- Action items
- Q&A

Minutes taker:
Please post minutes to the Action / Minutes

Add Comment | Add To Do Item | Edit | More Actions
Add to this section: Entry | To Do Item | More

Actions / Minutes — Actions

Kick off minutes & action items — Michaela Santa Barbara — Wednesday 5:50 PM — More
Add to this section: Entry | To Do Item | More

Reference material — Actions

Call replays — Michaela Santa Barbara — Jan 9 — More
Add to this section: Entry | To Do Item | More

Where to find this activity? In your CSC Morocco 5 community

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Our preliminary schedule

	Jan	February				March					April				Agenda	DOT
Week	KICK OFF	12	11	10	9	8	7	6	5	4	3	2	1	Off to Casablanca		
Date	27	3	10	17	24	3	10	17	24	31	7	14	21			
Kick Off															Kick off, Intro, Jamie opening, agreement, CV, edvisor, start introductions (3-5), schedule / logistics	
Prework - Month 1																
Getting Started with Your Team - Month 1	K														1. Continue introductions (3-5), DOT intro, code of conduct exercise introduction,	Facilitator Introduction, Team Introduction, Travel Policy Guidelines and International Air travel Information form will be sent to CSC Team 12 OR 15 members, Future call logistics, Next steps and other Q&A
Team Development - Month 1		1														
Roles and Responsibilities - Month 1		1													2. Continue introductions (3-5), Code of conduct work session, roles & responsibilities clarification	Brief DOT organization intro & Team Intro, CVs and Cover Letters, Visa Information/Passport/Nationality
Logistics - Month 1			2													
Assignment - Month 1			2													
Travel Health and Safety - Month 1				3											3. Continue introductions, mentor module, logistics, health & safety / SOS, instructions for cultural adaptability exercise	Timeline Document (Visa Info, Immunization Info, Guide to Briefing Materials, info on pre-work preparations)
Cultural Adaptability - Month 1				4	4										4. Cultural dashboard overview, introduce CSC scenario module	Further Info on DOT and Current Morocco Programming; Questions & Answers on Logistics Preparations To Date
Prework - Month 2																
Team Development - Month 2						5									5. Security / gift policy presentation (Preli), packing list and extra tips from Morocco 4, assign consulting to a member to present	Casablanca City Handbook and Briefing Materials
Logistics Month 2						5										
Assignment - Month 2						5										
Cultural Adaptability - Month 2							6								6.CSC scenarios session	Program Planning Document & Host Organization Overviews
Consulting skills - Month 2								7							7. Consulting session, assign country analysis module by team	Logistics Update , Visa invitation letters, Background briefing materials
The Role of International Development in Emerging Markets - Month 2									8						8. SOW session	Additional Background Briefing Materials related to SOWs, clients (brief reference only on call) Questions/Discussion on Interface with SOW Clients in Pre-Service Period and Additional Briefing Documents provided by SOW Clients SOW Casablanca Client Orgs/Reps to provide briefings/Answer Questions on SOWs (TBD) & SOW discussions with team (TBD
Prework - Month 3																
Logistics - Month 3										9					9. Cultural country session by teams	Logistics Update (if required) Draft Scopes of Work, Sub-Team allocations & SOW development process and preparing for assignments during pre-service period (review on call)
Media and the Evolving Nature of Communications - Month 3										10					10. CSR discussion (Mangan), PR media discussion (Nadia), social media	Detailed Logistics Handbook Logistics Update (if required) Questions/Discussion of SOW Workplans Selection of the team member(s) to lead Community Service Day Activity Planning
Corporate Social Responsibility/ Ethics - Month 3											10					
IBM's Presense in Your Assigned Country - Month 3												11			11. Nabil IBM Morocco presentation, consulting session, instructions to revise the code of conduct	Deployment Calendar (first week program to be detailed in the final team call) Overview of First Week Program On-Site
Issue Based Consulting - Month 3													11			
Last Team Call														12	12. Last logistics, Jamie on a call, code of conduct, Q&A	First Week Program On-Site Final General Q&A Session

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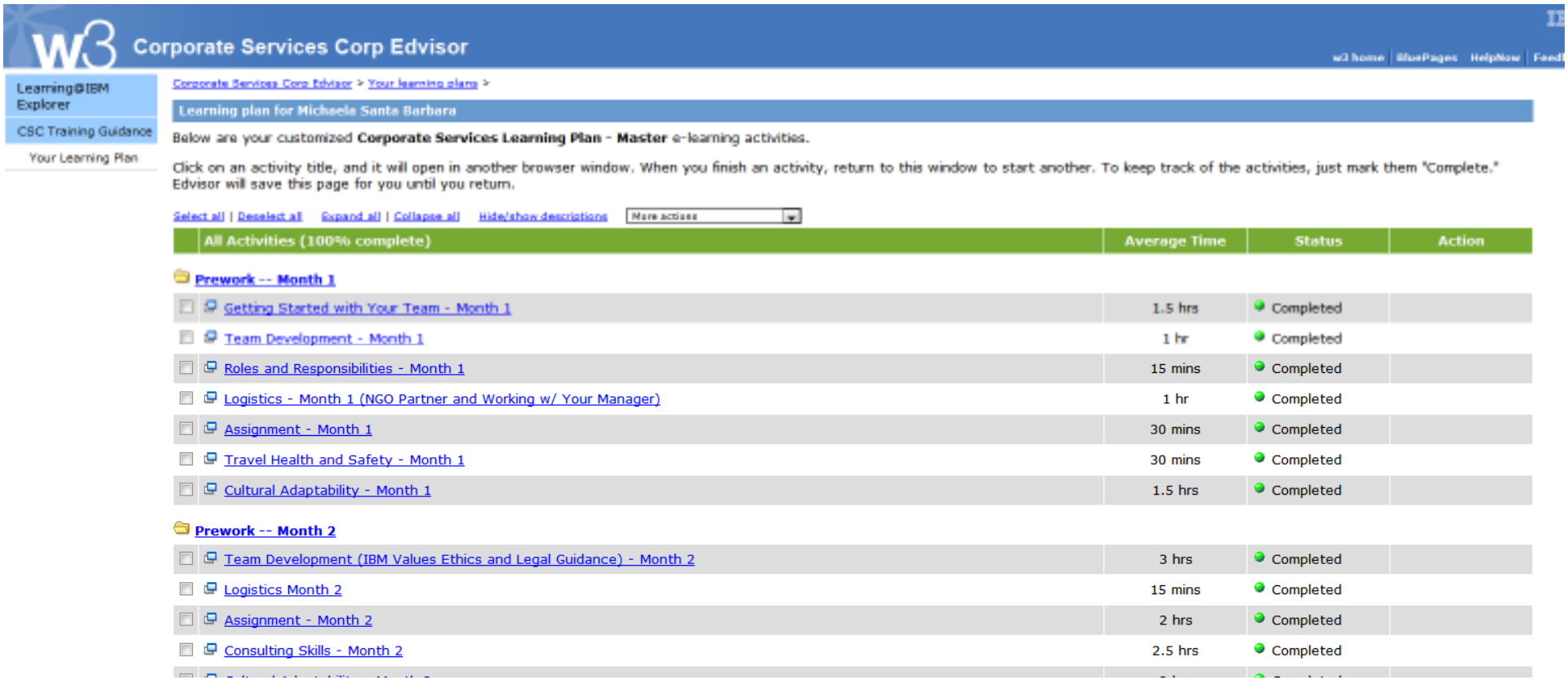
Your E-dvisor will be guiding you through the mandatory education



Corporate Services Corp Edvisor

w3 home | BluePages | HelpNow | Feedb

Learning@IBM Explorer
CSC Training Guidance
Your Learning Plan

Corporate Services Corp Edvisor > Your learning plans >

Learning plan for Michaela Santa Barbara

Below are your customized **Corporate Services Learning Plan - Master** e-learning activities.

Click on an activity title, and it will open in another browser window. When you finish an activity, return to this window to start another. To keep track of the activities, just mark them "Complete." Edvisor will save this page for you until you return.

Select all | Deselect all Expand all | Collapse all Hide/show descriptions More actions

All Activities (100% complete)	Average Time	Status	Action
Prework -- Month 1			
Getting Started with Your Team - Month 1	1.5 hrs	Completed	
Team Development - Month 1	1 hr	Completed	
Roles and Responsibilities - Month 1	15 mins	Completed	
Logistics - Month 1 (NGO Partner and Working w/ Your Manager)	1 hr	Completed	
Assignment - Month 1	30 mins	Completed	
Travel Health and Safety - Month 1	30 mins	Completed	
Cultural Adaptability - Month 1	1.5 hrs	Completed	
Prework -- Month 2			
Team Development (IBM Values Ethics and Legal Guidance) - Month 2	3 hrs	Completed	
Logistics Month 2	15 mins	Completed	
Assignment - Month 2	2 hrs	Completed	
Consulting Skills - Month 2	2.5 hrs	Completed	

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Weekly status report will be shared to ensure you are on track

Section Progress Report

Report Date: 01/27/2014 12:04 PM

Course: **CSC07**
Section: **MOROCCO5**
Start Date: **22-Jan-14**
Location: **Casablanca, Morocco**
% Pre-Work Complete: **6%**

Facilitators:
Michaela Santa Barbara/New York/IBM@IBMUS

Enrolled Students

Student Names	Created Learning Plan(s)	Passed Mastery Tests	% Plan(s) Completed
Michaela Santa Barbara/New York/IBM	Yes	N/A	100%
Grant Alvis/Austin/IBM	No	N/A	0%
Dany LeGoaix/Markham/IBM	No	N/A	0%
Ramgopal Yadav/India/IBM	No	N/A	0%
Laurie Miller/Boulder/IBM	Yes	N/A	17%
Chandra P Singh/India/IBM	No	N/A	0%
Patrick Joussen/France/IBM	Yes	N/A	22%
Sayoko Matsumoto/Japan/IBM	No	N/A	0%
Sue Mitchell/Burlington/IBM	Yes	N/A	0%
Michael Keller/US/AT&T/IDE	No	N/A	0%
Ana Paula Csuraji/Brazil/IBM	No	N/A	0%
Catherine Fillare/Fairfax/IBM	No	N/A	0%
Durdica Damjanovic/Slovakia/IBM	No	N/A	0%
Brittany D Thompson/Fairfax/IBM	No	N/A	0%
Gerry Broennimann/Switzerland/IBM	Yes	N/A	0%
Lauren Lopez de victoria/Somers/IBM	No	N/A	0%

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Participant Agreement

THE CSC's COMMITMENT TO YOU

- Pre Work – A facilitator assigned to your team will manage your team's pre work experience. Learning modules, team building activities, introductions to NGO partners and specifics on your project assignment will be distributed over a three month period. Conference calls will be scheduled at times to allow all team participants to attend. The anticipated time commitment to complete pre work activity is 40-60 hours.
- In Country Lodging - You will be provided with lodging which meets a baseline standard of safety with running water, private bathroom, electricity and mosquito netting, where necessary. Lodging will not be traditional business travel hotels. We do this for two reasons. First, the Service Corps is designed as an immersion experience and business travel hotels are often far removed from a "local" atmosphere. Second, we want you to experience living standards closer to your clients and business people in your destination country. Internet access will be available but likely at connection speeds slower than you are accustomed to. Sometimes, bugs are a fact of life and can not be controlled in some environments, being accepting of standards that may be different from those you would experience at home is part of the CSC experience.

- In Country Food – In most instances breakfast will be provided at your local lodging accommodations. Lunch and dinner for most CSC Leaders will be either with your clients or on your own. You will be provided with a per diem, delivered by our NGO partner, to cover food costs at the level of everyday living in the local country. The CSC encourages participants to eat local food as food is an important part of culture. Therefore, expect your food per diem to be lower than what you are accustomed to on traditional business travel. If you want to eat western style food or cuisine of your home country be prepared to spend your own money. Please know that some small lodging facilities may have limited food choices and not offer the same variety in traditional business travel.

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Participant Agreement

- In Country Incidental Expenses – The NGO partner will provide you with a cell phone. Additional minutes are typically purchased with phone cards available locally. Phone card costs, internet usage fees, and laundry are factored into the per diem calculations with expected food expenses.

- In Country Project Support – Working with our global NGO partners, a network of support resources will be provided for you and your team. This will include a local manager who has a professional relationship with your community clients and, being local, a highly valued resource on cultural and language issues. You will also have support from the IBM CSC Leadership team, your facilitator and our NGO partners. The CSC is not a full service business assignment where you will have ready access to printers, fax machines, reliable high speed internet and tech support.

- Post Service Work – At the completion of your assignment the CSC leadership team commits to four tasks. First, helping you share your experience. We will ensure you are connected to your home country communication's representative and, if we have one in your home country, the Corporate Citizenship & Corporate Affairs country manager. Second, we will provide an opportunity for you to share all of your comments and suggestions for program improvement through a post service evaluation, administered by an external vendor at Harvard Business School. Third, we will consolidate the aspects of your experience which may connect to IBM business opportunities through a web-based knowledge management solution. And fourth, we commit to helping you stay connected as a CSC alumnus.

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Participant Agreement

THE CSC's EXPECTATIONS OF YOU

- Please know that once you have received your manager's approval and accepted your CSC assignment, your continued involvement with the program is expected. Each CSC team requires many hours of behind the scenes work and expense to prepare the teams for deployment. Dropping from a team once your original acceptance has been given will only be allowed for extenuating circumstances.

- You should be aware that living and medical standards in developing nations may not be at the same level as those in your home country. You understand that you are solely responsible for evaluating and deciding whether your personal circumstances will permit you to participate in the CSC assignment and for making any medical or other arrangements before you start such an assignment. If you and your health care professional determine that a work modification/accommodation is needed to help you fulfill the CSC assignment, please review these instructions at IBM Accessible Workplace Connection (https://w3.ibm.com/jct03019ws/hr/adcentral/welcome.wss?linkId=home)

- In return we require that you complete all pre work activity. The CSC Leadership team will not tolerate anyone failing to meet pre work requirements or behavior deemed unprofessional towards other team members, partners or community clients. Failure to complete pre work activity or unprofessional behavior will result in removal from the program. The experience of the CSC is not just between you and your destination country. It is also between you and the highly talented IBMers on your team.

- The in-country portion of your assignment is an intense 4 weeks working with your client and team. There will be commitments in the evenings as well as possible team activities on weekends. For this reason, we do not allow spouses (family, friends) during the 4 week deployment. Your family and friends are welcome to join you after the assignment ends if you would like to extend your visit with vacation time.

- The CSC recruits IBM's most talented emerging leaders from all over the world. CSC Leaders are busy people. We do not expect everyone will be able to join every team call or group activity. If personal or professional responsibilities make you unavailable for CSC pre work activities please notify your team facilitator, including when you expect to catch up on any activity missed.

- Remember, while in-country CSC participants are responsible for ensuring their personal safety. Security documents and training materials will be provided during pre work and a security briefing will be conducted by your NGO partner once in-country. CSC participants may only work on the project to which they have been assigned while in-country.

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Participant Agreement

- You will operate in a manner that reflects the highest standards of ethical conduct and in accordance with all laws, rules and regulations applicable to you. You will not offer, promise or make, directly or indirectly any payment for the purpose of improperly influencing (or inducing anyone to influence) decisions or actions of any official of a government controlled entity or public international organization.

- During the post service phase of the CSC all participants are required to give at least one presentation of their experience to an external organization and one presentation to an IBM business team in their home country. Of course, this is a minimum and many of you will see many opportunities. You are also expected to participate in any communications opportunities that IBM develops. All CSC participants are required to complete the program evaluation and survey administered by Harvard Business School.

- Lastly, we expect you will embody the IBM values throughout the CSC experience. Just as with all IBM business, we will conduct our calls and develop all materials in English. However, one of the key opportunities of CSC is to polish your skills and ability to work in and learn from a cross-cultural team. You will need to monitor and enhance your communications skills and extend yourself to learn and practice the protocols of everyone's country.

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What's next

- **If you did not, send CV, passport copy and cover letter to Misha, Imane (DOT), Jane (DOT) and Marianne (DOT) – ASAP**
- Fill out the profile template and post in our community
- Login to e-dvisor if you can, start browsing through the modules for Month 1
- Agree on a best time / date to meet – this is our first big challenge !
  - Laurie, Grant and Sayoko are likely to be inconvenienced either way
- Reach out to your Morocco 4 buddy (matching will be sent this week)

UTC-time	Boulder	Austin	Washington DC	São Paulo	Casablanca	Montpellier	Bratislava	Tel Aviv	Bangalore	Tokyo
Tuesday, January 28, 2014 at 13:00:00	Tue 6:00 AM	Tue 7:00 AM	Tue 8:00 AM	Tue 11:00 AM *	Tue 1:00 PM	Tue 2:00 PM	Tue 2:00 PM	Tue 3:00 PM	Tue 6:30 PM	Tue 10:00 PM
Tuesday, January 28, 2014 at 14:00:00	Tue 7:00 AM	Tue 8:00 AM	Tue 9:00 AM	Tue 12:00 Noon *	Tue 2:00 PM	Tue 3:00 PM	Tue 3:00 PM	Tue 4:00 PM	Tue 7:30 PM	Tue 11:00 PM

- Get ready for some fun and feel free to ask any questions !

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Shokran and insha'allah

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