

Welcome to the second issue of Get Connected!

We would like to thank all of you for the positive feedback and comments regarding the first issue. This newsletter reaches out to many people – not only internal stakeholders of the Partnership for Lebanon, but other readers from diverse backgrounds that have shown a deep interest in learning more about the progress of the internship, which is a unique opportunity for Lebanese youth.

The first article in this issue highlights the Middle East Partnership Initiative as we have discussed the Partnership for Lebanon in the previous one.

Following a brief introduction of the interns last month, this issue provides information on the ongoing projects to which interns are assigned, as well as personal success stories related to their stay in the United States. A section dedicated to recognize the work performance of intern(s)/team(s) is also included. Inside this edition an interview with Kathy, Mulvany, Director, Corporate Affairs Marketing, elaborates on the different strategies employed by the Partnership for Lebanon to help revitalize the Lebanese economy. The last section includes pictures of the interns from different events they have attended in May and June and recommended places and events for the upcoming month.

We wish you a pleasant reading experience!



Cisco Company Meeting (June 6th): John Chambers (center) with Cedric Warde (left) and Karim Kattouf (right)

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Insight from an Insider

The Middle East Partnership Initiative (MEPI) is at the forefront of U.S. efforts to advance democratic reform and vibrant, prosperous societies in the Middle East and North Africa. An integral part of U.S. policy, MEPI provides coordinated, tangible support and public commitment to indigenous efforts in the areas of women's empowerment, educational advancement, economic development and political participation. Through timely, responsive, and innovative approaches, MEPI programs provide critical assistance to local reformers as they lay the necessary institutional and legal foundations for sustainable economic and human growth.

For the MEPI interns, the journey began at the University of Pennsylvania in Philadelphia at the Wharton School of Business – one of the most prestigious and internationally recognized business schools. A group of 37 women from different countries within the Middle East and North Africa, left their families and careers behind, seeking to learn, widen their knowledge and horizons; then go back to their home countries to contribute to their societies and make a difference.

Anoud Braik, MEPI intern from Jordan

The following article has been written following an interview with Leanna Prosser, a Director in Human Resources, who is managing a MEPI intern.

Leanna's experience in this program has been particularly beneficial in many unexpected ways as the MEPI interns, in contrast to college interns, are experienced business women who are adding practical skills, engaging in real work and filling existing gaps on teams.

"They are an asset for Cisco and are impacting the business. It is a complete win-win situation," said Leanna. "We are bringing a skilled professional to do real work, where at the same time we are helping them gain new skills."

Cisco is expanding its network by establishing contacts within the company the MEPI intern had been working. This network also includes the vendors and partners that deal with the company. In the short term, Leanna believes that the benefits of this networking have already produced an opportunity to benchmark a company that would not have been on Cisco's radar and which has already applied a technique that is very relevant to what her team is working on at Cisco. In the long term, partners of the company would be considered potential partners for Cisco. The expertise which will be provided will be used by Leanna's team to customize a program appropriate to Cisco's needs.

It is a complete success story!



The 37 MEPI interns during their stay at Wharton

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Did you know that you cannot create a folder called "con" in Microsoft Windows!

<http://www.nicefacts.com/>

In the following section, interns share information about the projects they have been working on during their internship.



Mike Matar

I am working on different projects with the Networking Academy Group in Phoenix. I assisted in the quality assessment and testing of the new Networking Academy curricula prior to their launch date in June. The new courses include CCNA Discovery, CCNA Exploration, IT essentials I & II and CCNP.

I am also helping create a presentation that outlines all needed information to start a Help Desk, including locating a tool that can be used to track new cases which is similar to another tool called RightNow. I am assisting with the development of a process for technical support issues as well as participating in other activities such as answering incoming technical questions from Cisco Networking Academy instructors and students related to process database overrides.

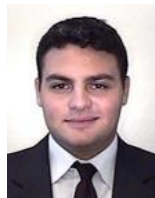
I am also working on a project involving different aspects of the telepresence technology such as its implementation, the required bandwidth to establish a good communication and the security necessary for conversion.

I believe that the experience I am getting is a very rich and rewarding start to my professional career.



Charbel Nasrallah

The main project I have been working on is regression testing, which involves testing a product to identify and address new errors that may emerge as the result of an upgrade to some of its components. In my case, the product is the CCNA curriculum, the newly upgraded component is the new version of the course. My task is related to testing the new labs on old hardware that most of the Academies in the world are currently using. The outcome of the project will be a list of eligible devices, their corresponding Internetwork Operating System (IOS) and the amount of memory needed. In addition to this list, a document showing the commands which are not supported will be provided. The tests have been run using the newest version of Packet Tracer, and soon I will be loading the configuration files to real hardware. The project is very important for all the Cisco Networking Academies in the world, especially the Academies that may not have the financial resources to purchase newer equipment.



Noel Mouwanness

I am a member of the Cisco Networking Academy Learning System Development team which is in charge of functional quality assurance for testing environments. I recognized the importance of my project when I figured out that the testing I was undertaking will help the Networking Academy launch new products on time with minimal errors. My main assignment was to test the course assessment that students complete following each chapter/section. This part is very critical as it will be monitored by Cisco and should be based on correct metrics to provide students with accurate assessments. Precision, patience and deploying a good strategy are the key factors to achieve success.

TIPS & TECHNIQUES

The "Ethics Idol" Video on Demand (VOD) is an interesting tool used by Cisco to notify employees on some ethical issues related to conduct which might sometimes be misleading or debatable. As its name indicates the "Ethics Idol" is presented in the form of a popular TV show, where the controversial ethical issues are highlighted in song form. Subsequently, three judges forming a panel provide their personal opinion concerning the topic. These judges represent the various points of view available for such an issue. Consequent to this is the viewers' vote for the judges' opinion they believe to be correct.

We encourage you all to visit this entertaining as well as beneficial Ethics Idol section which is part of the Ethics office on the CEC website, or you can directly access it through the following link:

http://www.in.cisco.com/data-shared/cec/rendered_news/html/channels/1/7/134780.shtml

Meeting our CEO

On June the 6th, I attended Cisco's Company meeting. I was eager to participate for I knew that John Chambers, Chairman and CEO would be present. I wanted to see up close the way our CEO presents and interacts with employees. During the meeting, he introduced employees to the concept of "Cisco 3.0" and encouraged the Cisco community to embrace the new collaborative business model. Cisco 3.0 is a new communication method between employees and customers that will transform the way businesses are run. At the end of the meeting, Cedric Warde (another intern) and I decided to approach Mr. Chambers and introduce ourselves. I was very nervous and excited to meet a person of his caliber. We introduced ourselves as interns from the Partnership for Lebanon. His face lit up and he embraced us by showing his commitment to the Partnership and to our country. Surprisingly, Mr. Chambers offered to take a picture with us that I will for sure frame and hang somewhere!

Karim Kattouf

Positive Team Building

The first words I would use to describe what was unique to me about Cisco culture are: strong social responsibility and team spirit. The best example I can give to illustrate these two concepts is the 3rd Annual Cisco/March of Dimes Miniature Golf Tournament. The March of Dimes foundation is active in helping fight a variety of threats regarding the health of babies such as premature birth. I have to admit that I was positively surprised when my director sent each one in the team an email encouraging us to block off some time in our schedules to participate in this social event. Donations were raised and sent to the March of Dimes foundation to support local centers like Neonatal Intensive Care Unit at Santa Clara Valley Medical Center. It was the best way to enjoy few hours out of the work context with team members, have fun, and most importantly contribute and "give back" to the community.

Marwad Abdallah

From Local to Global

When I realized I was accepted as a Cisco intern, my first move was to quit my job and venture into this unique and important opportunity. Leaving my family, friends, and country was a very hard step to take, but I can proudly say it was worth every step I made. Cisco culture revolves around professionalism, communication and respect; these are significant attributes which will play a major role in building a successful career. I believe that these are the aspects which differentiate Cisco from other firms. Moreover, I am exposed daily to various challenges, constantly meeting new people from different backgrounds and cultures, as well as interacting with managers, instructors and colleagues. I am aware that this is the time to start building a solid base for my career, the time I prove myself in my domain and prove that my country Lebanon is the country of civilization ... I am up to the challenge!

Hussam Al Kibbi



Intern Recognition: Congratulations Ingrid Salloum!

This month managers would like to recognize the contributions of one outstanding intern, Ingrid Salloum. Since she joined us in April, Ingrid has been an asset to Cisco Networking Academies. She takes initiative on her projects and introduces new and creative ways to approach challenges thus positively impacting the NetAcad business. She is a pleasure to work with and goes above and beyond to contribute not only to Networking Academies, but to the Lebanon Partnership by enhancing the internship experience for friends and colleagues as well as managers. Keep up the good work!

A Director's Perspective...

This article has been written following an interview with Kathy Mulvany, Director of Corporate Affairs Marketing.

Kathy has been working at Cisco for over ten years. She has held a variety of marketing and communication roles that can inspire the new generation to pursue an exciting career path. She joined Cisco to manage the international seminar program within Corporate Marketing then joined the international marketing liaison team supporting Latin America and Canada, followed by a role in Service Provider marketing. Her subsequent job in the Office of the President, managing communications for Cisco's CEO, John Chambers, was a phenomenal experience and a great opportunity to build relationships and get a top down view of how Cisco's CEO drives the business strategy and culture. Finally, she joined Corporate Affairs to run marketing under Tae Yoo (Senior Vice President), with whom she has been working with for many years while managing Cisco's strategic partnership with the World Economic Forum (WEF). Her work with both the CEO and with the WEF has exposed her to the Middle East.

She joined the Partnership for Lebanon program to drive better communications alignment and consistency to increase awareness and achieve the set goal of helping the people of Lebanon find the path to long term stability and economic growth.

Kathy explained the different focus areas of the program including workforce training, private sector revival, ICT infrastructure, and Connected Communities and Government. In terms of private sector revival, the partnership is working to revitalize the private sector, especially the small and medium enterprises (SME). The hope is that new businesses, and therefore new job opportunities, will be created and interns will have a better chance to get jobs when they return to Lebanon. A number of different initiatives are ongoing such as the business matching program with the US Chamber of Commerce to find U.S. business partners for entrepreneurial opportunities in Lebanon. Workshops for SMEs have also been conducted in Lebanon to help them understand the core competencies necessary in order to successfully run and grow a business and be competitive in the global economy. In addition, Cisco is planning to make a \$10 million USD capital investment in Lebanon in either a Lebanese based fund or in key private companies.

To close, Mulvany provided a word of wisdom to the interns:

We are trying to facilitate the likelihood of you getting a job and to help you start your career and business experience by giving you some good foundational skills and experience to add to your educational skills. Use the opportunity to your full advantage, meet a variety of people across Cisco and ask them to share with you their best practices in order to be successful in a fast paced business environment and a rapidly changing global economy.

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May 27
A fun day spent all together at Universal Studios. Los Angeles. CA



May 27
Universal Studios, Los Angeles, CA Group Photo ... Say cheese!!



May 26
Beverly Hills, Los Angeles, CA City of the Stars ... but we did not see any!



June 03
Annual Lebanese Community Picnic, Pleasanton, CA The proud Lebanese interns



May 19
Barbecue with the Lebanese Community at Michel Basmaji's house in San Jose (Michel is also a mentor) ... Warmth of a Lebanese family

Recommendations:

- ✚ Computer Museum , Mountain View, San Jose www.computerhistory.org
- ✚ Intel Museum, Intel headquarter, Santa Clara, San Jose <http://www.intel.com/museum/>
- ✚ Sugar Bowl Ice Cream Parlor, Ranked 2nd (after The Cheesecake Factory) in City's Best Desserts and Bakeries for 2007, Scottsdale, PH [Phone: 480-946-0051](http://www.sugarbowl.com)

Calendar of Events

Events Dated July 2007

Tue 3, 7:00 - 10:00 pm
Maryland Baseball Park,
Phoenix, AZ
2007 Light up the Sky
[Phone: 602.262.4539](http://www.lightupthesky.com)

Wed 4, 4:00 - 10:00 pm
Steele Indian School Park
Phoenix, AZ
22nd Annual Fabulous
Phoenix Fourth
[Phone: 602.534.3378](http://www.4thofjulysf.com/)

Wed 4, all day
Pier 39, San Francisco, CA
Fourth of July Celebrations
<http://www.4thofjulysf.com/main.html>

Mon 9 – Wed 11
Cleveland, OH
Cisco Academy
Conference 2007

Fri 13, 6:30 – 8:30 pm
Lion & Compass,
Sunnyvale, CA
Lucky Friday the 13th Party
for Young Singles
<http://silicon.valley.eventguide.com/events/e100098.htm>

Sat 14, 8:00 – 10:00 pm
Steele Indian School park,
(3rd street and Indian School
Road,) Phoenix, AZ
Concert under the Stars
[Phone: 602.495.0739](http://www.concertunderthestars.com)

Sun 15, starting 9:00 am
Golden Gate Park, San
Francisco, CA
Aids Walk
<http://www.aidswalk.net/sanfrancisco/getinvolved/teams.html>

Mon 16 – Wed 18
Long Beach, CA
Cisco Academy
Conference 2007

Wed 18, starting 7:00 pm
Jobing.com Arena (9400 w
Maryland Avenue, Glendale,
85305), Phoenix, AZ
American Idols Live in Arizona
www.azcentral.com/ent/calendar/Events

Sat 21 - Sun 22, 10:00 am – 6:00 pm
Bay Area, CA
21st Annual Mid-Summer
Festival of the Arts in Menlo
Park
[Phone: 605.325.2818](http://www.festivalofthearts.com)

Sun 22, starting 4:30 pm
HP Pavilion at San Jose (525
w Santa Clara, 95113,) CA
WWE: Great American Bash
(wrestling/sports)
<http://www.upcoming.yahoo.com/event/175946>

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