

## Welcome to the Third issue of Get Connected!

"We're back home," was the phrase uttered as the plane landed in San Jose, CA coming back from Long Beach, CA where five interns were participating in one of the three US Networking Academy Conferences. It is amazing how quickly we have come to call this home. During the past three months we have met many new people and have built relationships with new friends who have strongly impacted our lives. We now feel a sense of belonging to Cisco and we are attached to everyone and everything around us. It will be very hard to let go of all of this, three months from now, but we all miss our home countries and hope to have a positive impact upon our return.

This issue highlights the US Academy conferences as well as the program through interviews with Amy Christen, Vice President of Networking Academy, and Jackie Barker, Manager of NetAcad Global Operations. Cisco interns have also written articles describing their projects as well as detailing personal successes. It also introduces you to four young ladies who are part of the Middle Eastern Partnership Initiative (MEPI) interning with Intel. Additionally, it includes pictures from a Middle Eastern Cultural Event the interns hosted this past month. The event was attended by Tae Yoo, Senior Vice President of Corporate Affairs and Amy Christen along with managers, mentors, and friends. The event aimed at sharing our culture with others since we are all ambassadors for our countries here in the United States.

We would like to inform you that this newsletter can now be downloaded from the LebNet (<http://www.lebnet.us>) and LAA ([www.laa.org](http://www.laa.org)) websites thanks to the efforts of Khalil Hana, Elie Dagher, George Skaff, and Richard el Kadi.

What is left to say is: enjoy "Get Connected."

## Insight from an Insider

*The article below has been written following an interview with Amy Christen, Vice President, Cisco Networking Academy.*

Amy Christen has been working with Cisco for approximately 13 years and joined Networking Academies two years ago to establish the Strategic Operations Group. Going back to her earlier years at Cisco, she held different roles in corporate marketing, field marketing, sales and technical support operations.

Amy was positively impressed by the size of the Networking Academy group which consists of 10,000 academies worldwide. She quickly realized that the Academies have a global presence. "We are established in 165 countries of the 192 countries that are members in the United Nations," said Amy. This clearly depicts the universality of the program. Amy consequently added some interesting statistical data to highlight the success of the program. "Contrary to what some people think, NetAcad is not only a high school program, as it turns out, 80% of Academies and students are in vocational programs or universities while the remaining 20% are distributed among high schools." Furthermore, Amy mentioned that she is impressed by how strongly NetAcad is contributing to developing countries since 50% of the group's involvement takes place in developing countries while the US market comprises only 18% of comprehensive NetAcad participation.

Amy helped shape the new vision of the Networking Academy to help rejuvenate the program over the next ten years. This vision aims at accomplishing a bigger impact by delivering better curriculum and support based on the market needs. After two years of demanding work, NetAcad succeeded in meeting its commitment on time by launching new curricula tailored to the instructors' and students' needs. The new curriculum is of superior quality, is more user friendly and has been developed to serve a larger audience.

Three US conferences which exceeded all expectations were hosted by Cisco during the months of June and July of the current year. During these events, dedicated instructors showed excitement, passion, motivation and eagerness to start adopting the new courses in their Academies.

Partnership for Lebanon interns had the opportunity to take part of the different events. They have played a significant role in the testing of the new NetAcad products prior to their formal launch and attended the conferences. They had the opportunity to interact with Cisco customers at these events. They also helped the NetAcad operations team and had the opportunity to meet the Academy instructors.

Amy Christen explained that the top priorities of the NetAcad for the moment are to help instructors better understand and adopt the new curriculum. Moreover, two big events will be launched in October in Washington and Istanbul targeted at both instructors and students to communicate to the world the achievements of Networking Academies for its tenth anniversary and recognize the NetAcad team's work and effort. NetAcad will also stay focused on student success to promote networking jobs and find them internships to learn more about what they want to do in their career.

Summing up, Amy offers these words of wisdom to the interns:

"You are very lucky to be here. I hope you get as much as you can from this internship before going back and help in your country. Learn as much as you can and stay flexible to new opportunities because you never know where you will be in the coming years."

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*Amy Christen, Vice President of Networking Academy with some interns during the US-NetAcad Conference in Austin.*

In the following section of "Get Connected" interns will share information about some of their assigned projects for the internship.

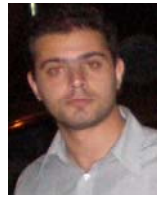


Mohamad Sanioura

Being a member at Cisco and being in such a pioneering, leading, huge and multinational company was my lifetime dream. My experience in the United States so far has been a great enjoyable ride. I am very happy with all the projects I am assigned to at the present time. I am currently working with Unicon which is a partner of Cisco Learning Institute (CLI) that supports the Global Support Desk for the Academy.

Moreover, I have been newly assigned to work with my associate Mike Matar on a project involving opening a new Helpdesk Office in Beirut. I am responsible to study the feasibility as a function of cost and functionality to plan efficiently on opening a Technical and Arabic Helpdesk Support. We are aiming to succeed in that; a Helpdesk for CLI is an information and assistance resource that troubleshoots problems with the curriculum, site functionality and lab-installation/hardware set up. It will help customers via phone, live-chat and incidence e-mail support. In addition to all of these projects, I am performing the regression testing for the new curriculum of CCNP.

I am very proud to impact the business through my work with Cisco.



Elias Habr

*Ethical decisions* and the *defining moments* build character. An ethical decision typically involves choosing between two options: one we know to be right and another we know to be wrong. A defining moment challenges us in a deeper way by asking us to choose between two or more ideals in which we deeply believe.

My experience in Cisco Networking Academy started with a defining moment: coming from a technical background as a systems and networking engineer to work in the project management field. The main project I have been working on is the end of life and warranty strategy for Cisco Networking Academies which involves creating a strategy that outlines when the launching of a new curriculum is needed. In order to be always up to date in the technical field, I am working in the Customer Proof of Concept (CPOC) lab to build the networks proposed by customers using Cisco equipment.

Training at Cisco has been a very rich experience not only at the project management and the technical level, but also at the professional level. Exposure to new technologies in information and communication has been rewarding on all of these levels.



Sabah Bugasmi

I am a MEPI intern working in the Talent Development Office, which is responsible for designing leadership management and high-potential employee development processes and programs.

Here are the four projects I am working on:

1. Managing the creation and execution of a leadership development program for OPS directors and VPs.
2. Leading a case study with six Human Resource Leadership Program summer interns.
3. Developing two business cases on Human Resource Leadership Program evolution. The business cases are for Scientific Atlanta, Linksys, WebEx and Global Presence. This project along with the summer intern case study will be presented to Brian Schipper, SVP Human Resources, and his direct reports on July 31st.
4. Developing and facilitating a communication skills workshop for the interns of the Partnership for Lebanon Program. It is a four days workshop with coaching hours. The goal is to develop their presentation, writing and meeting skills. This will be beneficial for them as they will be asked to present for their managers and mentors by the end of their internship on how this experience plays a role in their future careers.

All the projects are high level ones with a lot of impact on human resource business. I believe that this internship would enhance not only my knowledge and experience but it would also enlarge my network.

## TIPS & TECHNIQUES

**WiMAX**, defined as **Worldwide Interoperability for Microwave Access**, is the new interesting technology that promises to work over greater distances than the current Wi-Fi protocols and offers maximum speeds of up to 70mbps. The cost for this service could be much lower than current high-speed Internet-subscription fees because the provider will never have to run cables.



WiMAX can provide broadband wireless access up to 30 miles for fixed stations, and 3 - 10 miles for mobile stations, and can provide also effective platform for broadcast, on-demand and interactive video applications. Applications such as voice video streaming and online gaming will work significantly better. Soon, WiMAX will be a very well recognized term to describe wireless Internet access throughout the world. Here's a picture of the chipset released by Intel and being sent to developers. We encourage you all to access this new technology through the following link: <http://www.wimaxforum.org/home/>

Hussam El Kibbi & Patricia Khoder

**The Dream**

Looking at the picture above, I see the dream of the Middle East, the solution of its daily conflicts and the power of collaboration. It shows, my friends and I, representing the United States, Saudi Arabia, Syria, Iran, Palestine, Kuwait and Lebanon living the "DREAM" through Cisco, a worldwide company praising diversity and collaboration. Here we are, hundred of miles away from home having dinner together while sharing our culture and beliefs and most importantly helping each other. Working at Cisco, gave me the opportunity to interact with people and understand the value of teamwork and communication. By simply having dinner with my friends from these different countries and laughing together it gave me hope that this mutual feeling will extend to our side of the world.

**Cedric Warde**

**Life Changing Experience**

Each day, new things & people come into our lives not knowing the real reason behind them.

Whom we called strangers become leading part players, and small incidents become a life changing and turning points. Being chosen among hundreds if not thousands of applicants is the greatest honor and pleasure, but the story does not end here, this choice gave me a bigger responsibility than a privilege: Being a young woman ambassador of my country and sometimes, the whole region.

This experience is growing our sense of responsibility towards our lands, leading a movement of change in young leader's line, and beyond that, developing our societies and building a better future.

It's the best chance to expose our culture to the American society and clarify many misconceptions about our region, and I do believe, that the word of mouth does count and can make a difference.

**Anoud Braik**

**Life is a journey**

I have traveled before to many places around the world from the Middle East to other foreign countries but my last journey in the US is one of the most constructive and meaningful travel experiences I have ever had. I am learning a lot from the diversity of its society and the variety of thoughts and beliefs that exists in the country, specifically in phoenix where I live.

As a fresh graduate, becoming self-reliant and independent are some of the significant benefits I am acquiring by living away from my family. I am learning how to be responsible and how to manage my life by setting plans to achieve my goals and build a good career.

My passion to learn new things, to meet new people made it easier for me to adapt to a new environment and triggered my curiosity to visit different places. Therefore, I have already visited four states in the short period that I have been here for, and I am looking forward to explore more about the US culture and its diversification.

This has only been the beginning of my journey...

**Mayez Hassan**



**Cedric Warde**

**Intern Recognition: Congratulations Cedric Warde!**

Since joining Corporate Positioning, Cedric has contributed a great deal working as a team to tailor Cisco's corporate messaging and strategy to key growing countries throughout the world. He has done extensive research to understand and communicate the state of business, the economy and technology in various countries, and is using his own experience and cultural background to assist in shaping Cisco's "story" to be communicated effectively. He has lots of energy and enthusiasm, and is always asking for more ways to contribute!

**Believe...**

*The following article was written subsequent to an interview with Jackie Barker, Manager of Global Operations in Networking Academies, regarding the Academy conferences where she was one of the speakers.*

The Academy conferences were designed to update instructors on the strategic direction of the Networking Academies and how it is positioned to address economic competitiveness, which is one of the major challenges faced in the US today. Therefore, education is a key factor, the spotlight which everyone seems to agree on and which no one can ignore. During these conferences the new products CCNA Discovery and Exploration were launched and introduced to instructors. In addition, these events are considered appreciation events for recognizing the accomplishment of instructors and the difference they are making in the lives of so many students.

Jackie Barker mentioned that over 500 people attended the conferences held in Texas, Ohio and California. Overall Customer satisfaction for these events was between 4.71 and 4.84 out of 5; an outstanding result.

During the conference the Lebanese interns had an opportunity to participate in order to see and learn more about the United States, to communicate with instructors from Networking Academies and at the same time provide US instructors with exposure to people from the Middle East and more specifically from Lebanon. This is part of the cultural exchange between two different societies and it is definitely an informative rewarding experience. Jackie expressed that this was a win-win situation for Cisco since the instructors learned about Lebanon and she emphasized that interns should not underestimate how much impact they are having on the people they meet. "Interns are touching people in so many ways and they have added value to the conference by supporting the field teams."

Moreover, Jackie stated that Networking Academies looks forward to working with another group of interns as they are having a positive impact on the business and the people they are meeting.

In closing Jackie shares the following with the interns

"Keep asking questions and don't give up. As new learners, keep trying and learn from your mistakes.

The most important thing is to BELIEVE.

Believe in yourself,

Believe in different possibilities,

Believe in your colleagues and teammates,

Believe in what you are doing...

Just Believe that it can happen and have a positive attitude."



**Welcome Majid Karam** to the Partnership for Lebanon! Majid started as a program manager on July 2<sup>nd</sup>, 2007



**Background**

- Program Manager with 8+ years experience at Cisco
- MBA from the University of Phoenix
- PMP Certified



**July 9**  
NetAcad Conference, Cleveland



**June 18**  
NetAcad Conference, Austin

**Welcome Maya Farah!** A new intern in the Partnership for Lebanon, she joined Cisco on July 5<sup>th</sup>, 2007



**Educational Background**

Bachelor of Computer & Communications Engineering (Minor in Economics), American University of Beirut, expect. June 08



**July 16**  
NetAcad Conference, Long Beach



**June 28**  
Middle Eastern Cultural Event, Cisco

**Did you know that half the world's population is under 25 years of age?**

<http://www.didyouknow.cd/fastfacts/statistics.htm>

**Recommendations:**

- ✚ San Francisco Museum of Modern Art <http://www.sfmoma.org/>
- ✚ Recommended movie: "An Inconvenient Truth", a necessary film to watch "New York times" <http://www.climatecrisis.net/>
- ✚ Cirque du Soleil – Las Vegas - <http://www.cirquedusoleil.com/cirquedusoleil/en/LasVegas/Cirque-du-Soleil-Las-Vegas.htm>

**Calendar of Events**

**Events Dated August 2007**

**Wed 1, 8:30 - 10:15 am**  
Bldg. 9, Cisco SJ Campus, CA  
Birthday Chat with John Chambers  
<http://www.in.cisco.com/employment/events/birthday.shtml>

**Friday 3 – 5, all day event**  
Ramsay Park – Monterey, CA  
Everything "Berry"  
Monterey Strawberry Festival – Wonderful in Watsonville  
<http://www.watsonvillestrawberryfestival.com/generalinfo.htm>

**Wed 8, 12:00 - 5:00 pm**  
University of Phoenix, AZ, Stadium (Cardinals Stadium)  
Job fair  
<http://phoenix.about.com/b/a/257589.htm>

**Every Friday, 6:30 - 8:30 pm**  
Santa Cruz, Beach Board Walk, CA  
Free concerts - Bands from the '60s '70s & '80s will have you singing along and dancing in the sand to your favorite hits!  
<http://beachboardwalk.com/01events.html>

**Sat 10, 10 am - 3:30 pm**  
Bair Island, Redwood City, CA  
Save the Bay – Community Service for SJ Interns

**Sat 10 - 12, 7:30 pm**  
Downtown San Jose, CA  
18th Comcast San Jose Jazz Festival  
<http://www.sanjosejazz.org/festival.html>

**Friday 17, 7:30 pm**  
Sun City West, Phoenix. AZ  
Deep Purple Concert  
<http://www.ticketmaster.com/artist/734897>

**Wed 22, 7:30 pm**  
Mountain Winery, Saratoga, CA  
Ziggy Marley Concert  
<http://www.tickco.com/schedule/ziggy-marley/>

**Sat 25, 10 am – 6:00 pm**  
Palo Alto, CA  
Palo Alto Festival of the Arts  
<http://www.mlproductions.com/PaloAlto/about-festival.html>

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