



L3 Internship Report at the Société Générale

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Dino Gurnari



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Acknowledgement

Before any development on this professional experience, it is appropriate to acknowledge those who took some of their time to make this internship a useful and profitable moment.

More precisely I would like to thank Mr. Bertrand Chenot, Product Owner Tooling at TCI and my internship tutor, for the advices and the time he gave me allowing me to get the most of my internship, Mrs. Isabelle Bourekeb, Manager of TCI, for receiving me and giving me the opportunity to do my internship in her team, and I would also like to thank the whole TCI Team for welcoming and helping me during my six weeks with them, having no hesitation to answer my questions.

1 Abstract

This report details my six weeks summer internship at the *Société Générale* in *Fontenay-sous-bois* (94). I worked in the HCS/TCI Team in which I restructured *Papyrus*, their documentation portal which contains all the documentation they produced for their tools. The goal of this portal is both to give to the other teams working with those tools an easily access the needed information and for TCI to have a place to keep its knowledge. For that I worked with every member of the TCI Team to better integrate the documentation for the tool they work on.

2 Description of the internship

2.1 The organization of the Société Générale

I will quickly explain the organization of the company and where is situated the team I worked with. The *Société Générale* is one of the largest and oldest bank in France, it is divided into several directions, notably the *Direction des Ressources du Groupe* (RESG) which contains the *Global Technology Services* (GTS) were the HCS/TCI Team works. More precisely HCS provides network connectivity services and hosting equipment in data centers, with inside of it the *Tooling – Continuous Improvement* (TCI) Team creating tools for the Network & Security experts.

2.2 Internship activities

From July to August 2021, I worked at *Société Générale* in the TCI Team with a dozen other people. As the team develops multiple tools, pretty much everyone is working on a different one which mean that all the members of the team need to make their own documentation for the tool they work on. It is a very important part of their work as their tools are used by other teams all around the world that need easily have access to information if they encounter an issue.

My responsibility was therefore to restructure *Papyrus* which is the website used as a documentation portal by TCI, it is based on the Atlassian's product Confluence and is a very versatile platform. The objective was to make the documentation of each tool easily accessible without having to search for it in obscure places, which was the case before, to verify that everything was up to date and to make sure that the right restrictions were in place to denied the access to unauthorized people. To help people create more documentation in the future I created tutorials for every step of the process and guidelines on how to keep a stylistic unity trough the site. I also did some communication around *Papyrus*, first inside TCI and secondly to the whole HCS service so that every person that might need documentation on TCI tools would know where to find it.

Regarding the way the workplace was organized due to the COVID-19 crisis, the team, including me, was 2 days on site and 3 days at home in teleworking. As the team has an Agile coach, I had a meeting with him to talk about the meaning and the advantages of Agile methods. On top of that I also participated in the daily “coffee time” meeting that took place every morning in which every team member briefly talked about what he would work on during the day.

2.3 Reflection on the internship

Regardless of the more practical skills I obtained during my internship, I did learn quite a few things about the professional environment. For instance, the importance of a good communication between different people or different teams and how to summarize topics to catch the eye of the people you are sending a mail to. By working on the documentation of TCI, I realized that documenting your project is maybe as significant as the project itself and that there is no such thing as too much explanation when making documentation because most people won’t have time to search a long time for an answer so you have to detail everything.

Something that really caught my attention is the number of meetings everyone must attend to, I did not think that there would be that much, and they do not always seem to help productivity. Overall, I realized that many of my preconceived ideas of work were either false or outdated.

3 Conclusion

To conclude this report, I worked at the *Société Générale* for 6 weeks in the TCI team with the task of restructuring their documentation. Discussing with the team’s members helped me better understand how the working place functions and what skills are the most useful such as communication.

For the future I wish to continue building my professional experience on what I learned during this internship, being more involved in projects and developing soft and hard skills. Notably I am looking forward to my mandatory second year internship that I would like to do in the same field as the team I worked with this summer.

Appendices

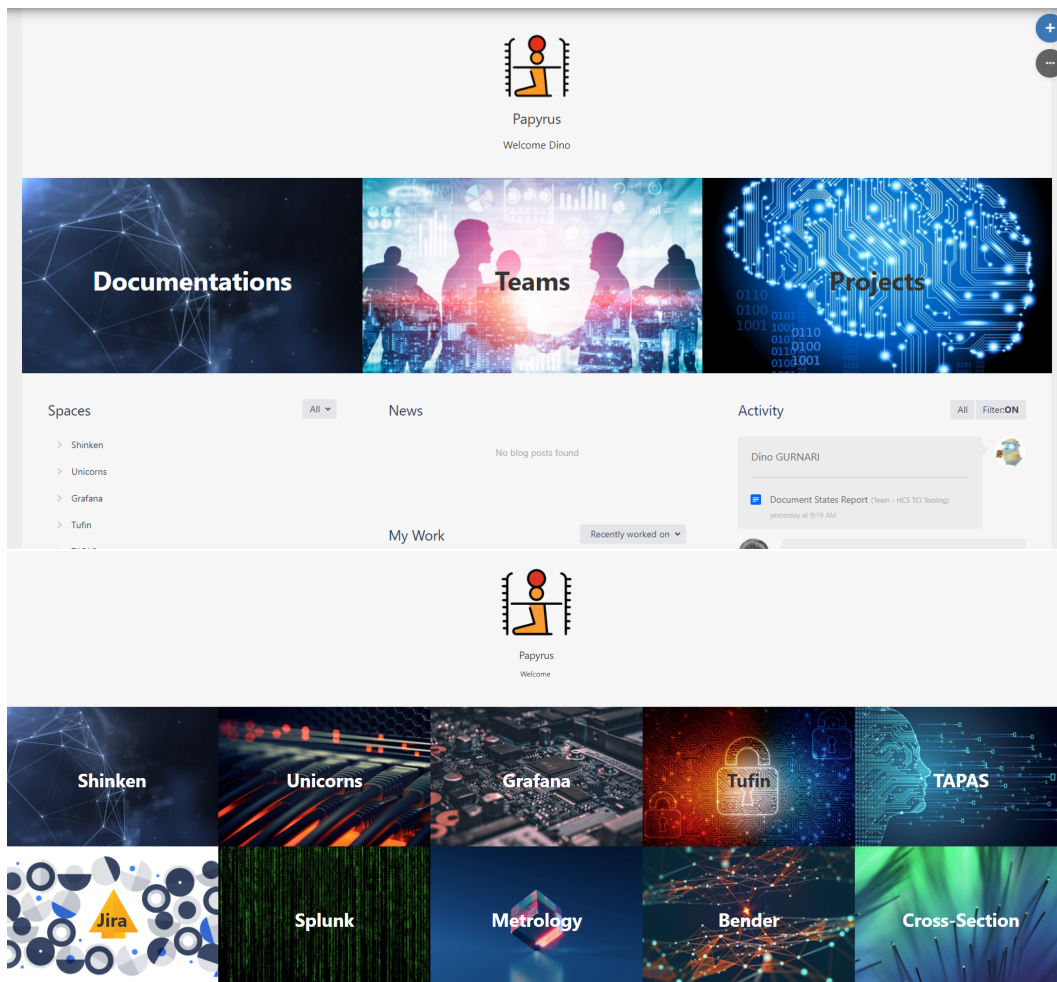


Figure 1: Papyrus Home Page before and after

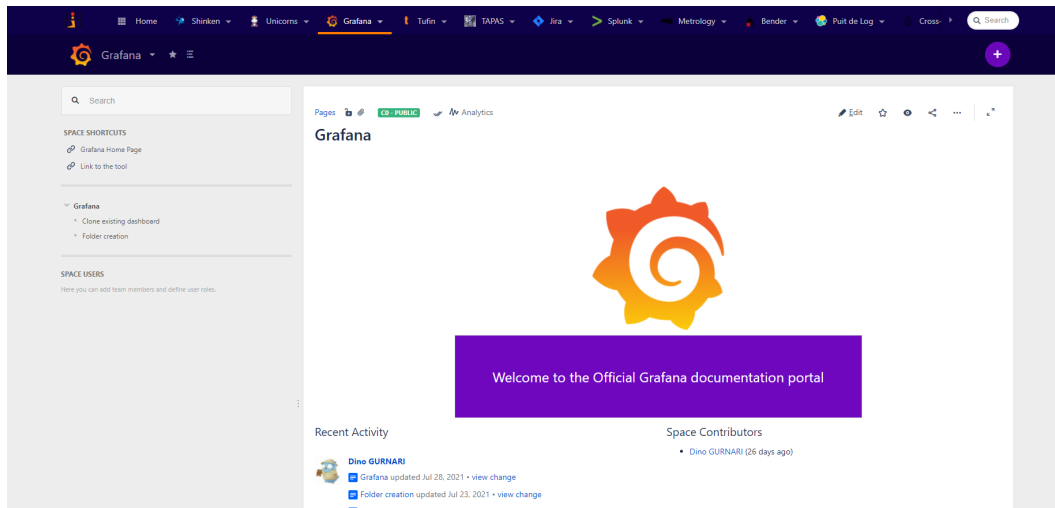


Figure 2: Example of a dedicated space home page (here for the tool *Grafana*)

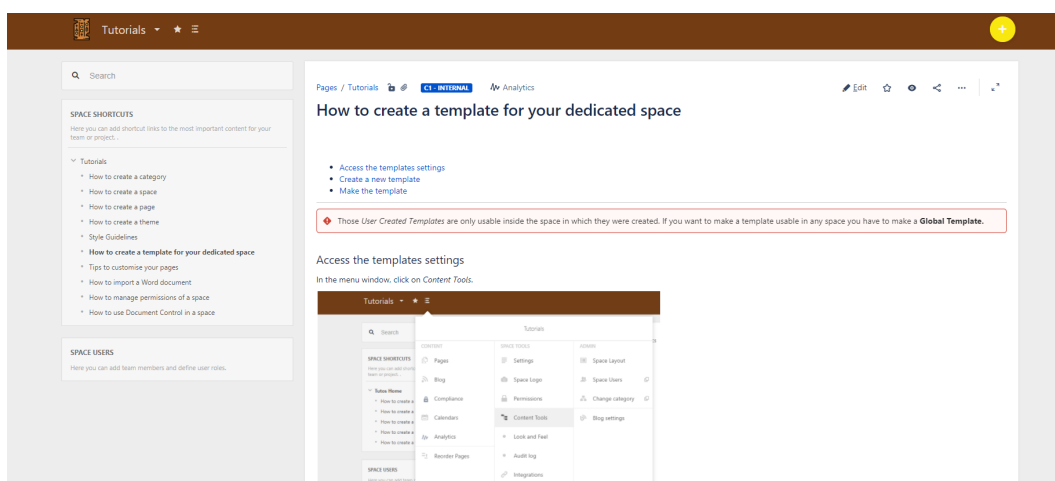


Figure 3: Example of a documentation page (here a tutorial I made)