Apprenticeship Report

# Introduction

This report details my professional mission undertaken during a [duration] internship at [Company Name], a [brief description of company, e.g., leading provider of technology solutions in the financial sector]. This mission focused on [briefly state the core objective of your mission, e.g., the development and implementation of a novel AI-powered solution for internal processes]. The work aligns directly with the competencies outlined in the RNCP 35284 title, specifically targeting [mention 2-3 key competencies addressed, e.g., project management, systems design, and needs analysis]. This report will analyze the context of the mission within the company, detail my responsibilities and contributions, and assess the key skills developed throughout the experience. The findings will demonstrate the successful application of theoretical knowledge acquired during my coursework to real-world challenges, highlighting both achievements and areas for future development. The report concludes with a discussion of the short-term implications and future perspectives for the implemented solution.

# Company Context (Gecina)

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Gecina is a leading French real estate investment trust (REIT) specializing in the ownership, management, and development of office properties, primarily located in the Paris region. The company's business model centers around owning and operating a diversified portfolio of high-quality, prime office buildings, generating revenue through rental income and value appreciation. Its positioning within the market emphasizes sustainable development, technological innovation, and a focus on creating vibrant and collaborative workspaces for its tenants. Gecina's product and service offering extends beyond simple leasing, encompassing property management, tenant services, and strategic partnerships to enhance the overall tenant experience.

Gecina operates within a competitive landscape including other major REITs and real estate developers in France and internationally. Its development strategy focuses on adapting to evolving market demands, incorporating sustainable building practices, and leveraging technological advancements to optimize operational efficiency and tenant satisfaction. This includes embracing digital transformation initiatives, as evidenced by the company's internal projects involving AI technologies like Microsoft Copilot, which is the primary focus of this report.

The context of this mission is within Gecina's ongoing digital transformation efforts, specifically exploring the application of AI to improve internal processes and enhance tenant services. This aligns with the RNCP 35284 key competencies, particularly those related to project management, systems analysis, and the implementation of new technologies. The objectives of this professional mission are to identify and prioritize use cases for AI within Gecina, focusing on "quick wins" that deliver immediate value, and to develop a strategy for implementing these solutions. This includes conducting user needs analysis, developing a communication roadmap for stakeholders, and documenting identified use cases. The work also involves navigating internal processes, such as understanding Gecina's recruitment practices and budget allocation for new technology initiatives. This understanding of Gecina's internal structure, its organizational chart (though not explicitly detailed here), and its decision-making processes is crucial for successful project implementation.

# Apprenticeship Role & Objectives

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My apprenticeship at Gecina, within the [Department Name] department, focused on exploring and implementing AI solutions to enhance operational efficiency and streamline workflows. The initial objective was to identify and develop practical use cases for AI, specifically leveraging tools like Copilot, within existing departmental processes. This involved a multifaceted approach:

\*\*1. Needs Identification & Analysis:\*\* My role began with identifying potential areas where AI could add value. This included shadowing team members (e.g., Romain Hardy) to understand their daily tasks and challenges, participating in relevant meetings (e.g., Expertime webinar on AI and Copilot), and proactively seeking opportunities to contribute AI-driven solutions. Initial discussions revealed a significant need for improved efficiency in [mention specific areas, e.g., document processing, data analysis]. This initial phase highlighted the complexities of internal processes and the need for a pragmatic approach to AI implementation, balancing ambitious goals with realistic timelines and resource constraints. A key learning was the internal recruitment process at Gecina, which I initially misunderstood, impacting my expectations regarding the potential for a permanent role post-apprenticeship.

\*\*2. Solution Development & Prototyping:\*\* Following the identification of key use cases, my work involved researching and prototyping AI-driven solutions. This included exploring platforms like Google AI Studio and Firebase Studio, leveraging Gemini 2.5 Pro to develop and test potential applications. While access to a dedicated virtual machine was initially a constraint, I successfully leveraged available resources to make significant progress. A key achievement was the development of [mention specific achievements, e.g., a framework for evaluating AI solution effectiveness, a prototype for automating a specific task].

\*\*3. Collaboration & Knowledge Sharing:\*\* A crucial aspect of my apprenticeship involved collaborating with various teams and individuals within Gecina. This included presenting my findings and proposed solutions to key stakeholders, such as the team responsible for the URD document, demonstrating the potential of AI tools like Copilot and educating them on their practical applications. This experience highlighted the importance of clear communication and the need to tailor explanations to the audience's level of technical expertise. Despite initial concerns regarding my technical skills, I successfully demonstrated my ability to contribute valuable insights and solutions.

\*\*4. Continuous Learning & Adaptation:\*\* Throughout my apprenticeship, I prioritized continuous learning and adaptation. The rapid evolution of AI technologies, exemplified by the release of Google AI Studio and Gemini 2.5 Pro, demanded a proactive approach to staying updated and incorporating the latest advancements into my work. This involved self-directed learning and active participation in relevant webinars and online communities.

\*\*Overall, the objectives of my apprenticeship were successfully met by identifying valuable AI use cases, developing functional prototypes, and fostering collaboration across various teams. The experience significantly enhanced my understanding of the practical application of AI within a corporate environment and provided valuable insights into the challenges and opportunities of AI implementation.\*\* The learnings from this apprenticeship have directly informed my career aspirations and will be further discussed in the subsequent sections.

# Methodology

This professional mission report follows a three-phase methodology aligned with the objectives of the RNCP 35284 Expert in Information Systems Management title and the specific goals of my professional mission at [Company Name]. This methodology allowed for a comprehensive analysis of my role, contributions, and skill development.

\*\*Phase 1: Contextual Analysis and Objective Definition:\*\* This initial phase involved a thorough examination of [Company Name], including its organizational structure, business model, market positioning, product/service offerings, competitive landscape, and strategic development plans. This analysis provided the necessary context for understanding my role and contributions. The objectives of this report were defined in alignment with the key competencies of the RNCP 35284 title, focusing specifically on [List the specific competencies addressed in the report, e.g., needs analysis, system design, project management]. These objectives were further refined to reflect the specific tasks and responsibilities undertaken during my professional mission.

\*\*Phase 2: Mission Description and Task Analysis:\*\* This phase detailed my job description, responsibilities, and contributions to specific projects. It included a description of my role within the team and the processes in which I participated. This section provides a comprehensive account of my daily tasks, highlighting key initiatives and their impact on the organization. Examples of this include [briefly list 2-3 significant tasks or projects, linking them to relevant journal entries where possible].

\*\*Phase 3: Competency Assessment and Skill Development:\*\* This final phase focused on evaluating the key competencies developed or enhanced during the mission. It directly links these competencies to the tasks and responsibilities detailed in Phase 2, demonstrating the practical application of theoretical knowledge acquired during my studies at Epitech Digital School. This analysis includes a reflection on both successful implementations and challenges encountered, along with an identification of areas for future development. The assessment incorporates feedback received from supervisors and colleagues, where applicable. Specific examples of skill development include [mention 2-3 key skills and provide evidence of their development, linking to specific journal entries or project outcomes]. Furthermore, the iterative process of prompt engineering refinement, as detailed in [reference relevant journal entries], demonstrates the application of analytical and problem-solving skills. The evaluation of different prompt structures and their impact on Copilot's performance exemplifies the practical application of project management and system analysis skills. Finally, the monitoring of AI Builder credit consumption highlights the importance of resource management and proactive problem-solving.

# Projects Undertaken

## Projects Undertaken

This section details the key projects undertaken during my professional mission, highlighting the application of skills acquired during the Epitech Digital School modules and demonstrating proficiency in project conception, implementation, and monitoring.

\*\*1. AI Strategy for Ticketing System:\*\* This project involved developing an AI strategy for the innovation department's ticketing system. My responsibilities included:

\* \*\*Research and Analysis:\*\* I conducted thorough research using Gartner resources (12 key PDFs) to inform the strategy, leveraging Gemini for iterative question-and-answer sessions to refine understanding and detail.

\* \*\*Strategy Development:\*\* I created a preliminary AI strategy document, focusing on the operational aspects and ensuring readiness for immediate implementation. This involved creating presentations (3 slides) outlining financial proposals and arguing for the use of a local LLM.

\* \*\*Collaboration and Refinement:\*\* I collaborated with Jérôme to refine the strategy, incorporating his feedback and ensuring alignment with overall business objectives. This involved integrating findings from Expertime's consultation.

\*\*2. AI Builder Credit Management and Solution Implementation:\*\* This project focused on resolving an issue with AI Builder credit consumption within the Power Platform. My contributions included:

\* \*\*Troubleshooting and Resolution:\*\* I identified and resolved a configuration issue that led to unexpectedly high AI Builder credit consumption (94k credits used against a 55k allocation). This involved detailed testing and collaboration with Jérôme.

\* \*\*Monitoring and Optimization:\*\* I established a monitoring system to track future AI Builder credit consumption, ensuring sustainable operation of the implemented solution. This proactive approach addresses potential future issues.

\*\*3. Copilot Implementation and User Support:\*\* This project centered around the implementation and user support for the Copilot system. My role involved:

\* \*\*Documentation and Knowledge Sharing:\*\* I created documentation detailing the work completed with Expertime on this project, contributing to the DSI SharePoint repository. This addressed the need for clear records while acknowledging the forthcoming more detailed documentation from Expertime.

\* \*\*Deployment Optimization:\*\* I addressed challenges encountered during Copilot deployment, finding solutions to ensure functionality despite deviations from initial best-practice installations. This involved prioritizing functionality over strict adherence to best practices to meet deadlines.

\* \*\*User Training and Support:\*\* I participated in planning and preparation for user training sessions and ongoing support to ensure effective adoption and usage of the Copilot system. This included identifying user needs and potential use cases.

\* \*\*Evaluation Framework Development:\*\* I developed an evaluation framework to assess the effectiveness of the Copilot system, focusing on quality of results and the need for prompt refinement. While initially deemed overly detailed for the initial implementation, this framework will be used for ongoing monitoring and improvement.

These projects demonstrate my ability to manage projects autonomously, apply learned techniques, contribute to team dynamics, and provide comprehensive reporting, aligning with the objectives of the professional mission. They showcase my skills in analysis, design, implementation, maintenance, and user support within the context of information system management.

### Project A: Description & AI Application

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Project A focused on leveraging AI to enhance [Clearly state the system or process being improved, e.g., the company's internal ticketing system, a customer service workflow, etc.]. The current system/process suffered from [Describe the key challenges or inefficiencies, e.g., slow response times, inaccurate issue categorization, lack of proactive problem solving, etc.]. Our goal was to implement an AI-powered solution to address these shortcomings and improve [State the key performance indicators (KPIs) to be improved, e.g., resolution time, customer satisfaction, agent efficiency, etc.].

The chosen AI application involved [Specify the type of AI used, e.g., prompt engineering with Microsoft Copilot, a specific NLP model, a machine learning model for classification, etc.]. This approach was selected due to its [Explain the rationale for choosing this AI application, highlighting its suitability for the problem and advantages over other approaches. E.g., its ease of integration with existing systems, its ability to handle unstructured data, its potential for rapid prototyping and iteration, etc.].

The project involved several key phases:

\* \*\*Needs Analysis:\*\* We began by thoroughly assessing the existing system's weaknesses and identifying specific areas where AI could provide significant improvements. This involved [Describe the methods used for needs analysis, e.g., interviews with stakeholders, analysis of historical data, process mapping, etc.].

\* \*\*AI Model Development/Selection:\*\* [Describe the process of developing or selecting the AI model, including any data preparation, model training, and evaluation steps. Mention specific techniques used, such as prompt engineering, model fine-tuning, etc. If a pre-trained model was used, specify which one and why].

\* \*\*System Integration:\*\* The AI solution was integrated with [Specify the systems the AI was integrated with, e.g., the existing ticketing system, a CRM system, etc.]. This involved [Describe the integration process, including any technical challenges encountered and how they were overcome].

\* \*\*Testing and Validation:\*\* Rigorous testing was conducted to ensure the AI solution's accuracy, reliability, and effectiveness. This included [Describe the testing methodology, e.g., A/B testing, user acceptance testing, etc.].

\* \*\*Deployment and Monitoring:\*\* The final AI solution was deployed and is currently being monitored for performance. Key metrics, such as [List the key performance indicators being tracked, e.g., resolution time, customer satisfaction scores, etc.], are being closely monitored to assess the impact of the AI solution.

The initial results are promising, with [Quantify the improvements achieved so far, e.g., a 20% reduction in resolution time, a 15% increase in customer satisfaction, etc.]. Further improvements are anticipated as the AI model continues to learn and adapt. Future work will focus on [Outline plans for future development and enhancements of the AI solution]. The project successfully demonstrated the application of [Mention specific skills applied, e.g., prompt engineering, model selection, system integration, data analysis, etc.] and contributed to a deeper understanding of [Mention key learnings gained from the project, e.g., the challenges and opportunities of implementing AI in a specific context, the importance of user feedback, etc.].

### Project B: Description & AI Application

## Project B: Description & AI Application

Project B focused on improving internal information access and processing within the company's Human Resources (HR) department using AI-powered automation. The initial goal was to develop an AI agent to streamline access to information, but the rapidly evolving AI landscape necessitated a shift towards an exploratory approach. This change allowed for a more adaptable response to the challenges of integrating cutting-edge AI technologies into existing workflows.

The project's original scope involved creating an AI-driven solution to handle document analysis and automate tasks related to information retrieval. This was to be achieved using various tools and technologies, including Microsoft Copilot, Power Automate, and potentially a custom-trained AI model for document analysis. However, early challenges highlighted the critical need for robust prompt engineering and a well-defined testing environment to ensure the effectiveness and reliability of the AI solutions.

The project's evolution involved the creation of a pipeline using Power Automate to collect attachments from a designated email inbox and store them in a SharePoint repository. This automated data ingestion process provided a structured data source for subsequent AI-driven analysis. This approach addressed the immediate need for automation while simultaneously providing a foundation for future AI integration. The project also explored the use of prompt engineering techniques to optimize the interaction with AI models, aiming to improve the quality of results and ensure the efficient utilization of AI capabilities.

Challenges encountered included securing access to necessary resources (virtual machines for prototyping), understanding the nuances of prompt engineering, and adapting to the rapidly changing AI landscape. Despite these challenges, the project successfully demonstrated the feasibility of integrating AI-powered automation to improve HR processes, laying the groundwork for future development and expansion. Future work will focus on refining the prompt engineering strategies, exploring pre-integrated on-premise solutions within Microsoft Copilot Studio, and potentially incorporating more advanced NLP models to further enhance the system's capabilities. This iterative approach ensures that the implemented AI solutions remain relevant and effective in addressing the evolving needs of the HR department.

# Skills Developed (Technical & Soft)

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This internship significantly enhanced both my technical and soft skills, directly contributing to the successful implementation and refinement of the company's AI Copilot initiative.

\*\*Technical Skills:\*\*

\* \*\*Prompt Engineering:\*\* My understanding of prompt engineering evolved considerably. Initially, I faced the challenge of working with colleagues unfamiliar with AI and its intricacies. This led me to develop a structured approach to prompt creation, including iterative refinement and testing to optimize AI output and mitigate "bullshit-in/bullshit-out" scenarios. I explored different prompt structures, incorporating separators and specific instructions to improve the Copilot's performance, ultimately devising a template for effective prompt creation for HR colleagues. Further investigation into the Copilot's retrieval capabilities revealed the importance of document structure and file size limitations (under 3MB for generative responses), enhancing my understanding of the technology's constraints.

\* \*\*Power Automate:\*\* My proficiency in Power Automate increased substantially. I gained experience in error handling, moving beyond simple "flows" to create more robust "solutions" leveraging the platform's advanced features such as versioning, monitoring, and historical tracking. This involved independent troubleshooting and problem-solving, including identifying and resolving issues related to AI Builder credit consumption.

\* \*\*Data Analysis & Reporting:\*\* I developed skills in data analysis to assess the effectiveness of the Copilot's implementation. This included creating evaluation tools to measure the quality of responses and the impact of different prompt formulations. My ability to synthesize findings and communicate them clearly contributed to informed decision-making regarding the project's direction.

\* \*\*Microsoft Copilot & API Integration:\*\* I gained practical experience working with the Microsoft Copilot, understanding its capabilities, limitations, and ongoing development. This included leveraging the Graph API for prompt optimization and navigating the complexities of a constantly evolving AI product.

\*\*Soft Skills:\*\*

\* \*\*Problem-Solving & Critical Thinking:\*\* I consistently applied critical thinking to overcome challenges, such as improving prompt performance and optimizing workflows. My ability to identify problems, analyze their root causes, and develop effective solutions was crucial to the project's success.

\* \*\*Communication & Collaboration:\*\* I successfully collaborated with colleagues across different departments, adapting my communication style to suit diverse levels of AI expertise. This included training colleagues on prompt engineering best practices, facilitating effective communication between technical and non-technical stakeholders, and providing clear and concise reports on project progress.

\* \*\*Time Management & Prioritization:\*\* I effectively managed my time and prioritized tasks to meet deadlines and contribute effectively to both the Copilot project and other responsibilities, including adapting my schedule to provide support on a weekly basis.

\* \*\*Adaptability & Learning Agility:\*\* The constantly evolving nature of the Copilot required continuous learning and adaptation. I demonstrated the ability to quickly acquire new knowledge, adapt to changing circumstances, and effectively apply this knowledge to improve the project's outcome. This included proactively seeking information and solutions when facing unfamiliar challenges.

This internship provided a valuable opportunity to apply theoretical knowledge gained during my training to real-world, complex situations. The skills developed have significantly enhanced my professional capabilities and prepared me for future career endeavors.

# Challenges & Solutions

## Challenges & Solutions

This section details the key challenges encountered during the project and the solutions implemented or proposed to address them. The primary challenges stemmed from a confluence of factors: a lack of clearly defined AI strategy, difficulties in effectively challenging external vendors, internal communication silos, and the pressure to adopt solutions without thorough ROI analysis.

\*\*Challenge 1: Absence of a Defined AI Strategy & Operationalization:\*\* Initial efforts focused on gathering information on AI solutions, primarily through Gartner research and internal discussions. While this provided a foundational understanding, it lacked a clear roadmap for implementation. The resulting strategy, while conceptually sound, lacked the operational detail necessary for immediate deployment. This led to delays and a sense of stagnation, particularly concerning the Heracles POC which ultimately failed to materialize due to a lack of prior ROI calculation.

\*\*Solution 1:\*\* A phased approach to strategy development was proposed. This involved: 1) Defining clear objectives and measurable KPIs for AI implementation; 2) Prioritizing use cases based on potential ROI and strategic alignment; 3) Developing detailed operational plans, including timelines, resource allocation, and risk mitigation strategies; and 4) Implementing a robust monitoring and evaluation framework to track progress and make necessary adjustments. The creation of an evaluation sheet for challenges, while initially deemed overly meticulous, was retained for future monitoring of Copilot development.

\*\*Challenge 2: Ineffective Vendor Challenge & Internal Communication:\*\* The process of challenging external vendors (MagicLemp and Expertime) proved difficult. Initial efforts lacked a structured approach, leading to unproductive discussions and missed opportunities. Furthermore, internal communication gaps hindered effective collaboration and decision-making, particularly concerning the prioritization of projects and the allocation of resources. The lack of clear decision-making authority also contributed to the adoption of solutions without sufficient justification.

\*\*Solution 2:\*\* A more structured vendor evaluation process was implemented, focusing on key criteria such as solution delivery, deployment, integration, and financing, rather than solely technical aspects. This shifted the focus from purely technological challenges to more practical considerations of implementation and cost-effectiveness. Improved internal communication protocols were also introduced, fostering greater transparency and collaboration between teams. This included clearer communication channels and a defined process for project prioritization and resource allocation.

\*\*Challenge 3: Internal Pressure & Lack of ROI Analysis:\*\* The project faced pressure to adopt AI solutions rapidly, sometimes without sufficient analysis of their return on investment (ROI). This resulted in wasted resources on projects (like the Heracles POC) that ultimately failed to deliver tangible benefits. This also highlights a lack of confidence in internal capabilities, leading to a reliance on external vendors without fully exploring internal development possibilities.

\*\*Solution 3:\*\* A mandatory ROI calculation became a prerequisite for any new AI project. This ensures that resources are allocated strategically to projects with demonstrable potential for positive impact. Furthermore, a greater emphasis was placed on exploring internal development capabilities to reduce reliance on external vendors and potentially lower costs. This also includes a more rigorous process for evaluating the potential benefits of internal solutions before resorting to external vendors.

By addressing these challenges proactively, the project aims to improve its efficiency, effectiveness, and ultimately, its contribution to the organization's strategic goals. The implemented solutions provide a more structured and data-driven approach to AI implementation, ensuring that resources are used wisely and that projects deliver tangible value.

# Learning Outcomes & Reflection

## Learning Outcomes & Reflection

This internship provided invaluable experience in [mention the specific field, e.g., AI implementation, project management, data analysis], significantly enhancing my skills and knowledge base. The initial focus on [mention initial tasks, e.g., developing a Copilot tool for HR processes] allowed me to solidify my understanding of [mention specific technologies or methodologies used, e.g., Power Automate, data analysis techniques]. This was followed by a more in-depth involvement in [mention later tasks, e.g., benchmarking AI solutions, financial analysis of vendor proposals], which broadened my skillset to include [mention new skills acquired, e.g., critical financial analysis, market research, stakeholder management].

The project's evolving nature challenged me to adapt quickly to changing priorities and methodologies. Initially, a highly structured approach to evaluating the Copilot's performance was planned. However, due to time constraints and pragmatic considerations, a more agile approach was adopted. This experience highlighted the importance of flexibility and effective time management in a professional setting, skills I successfully adapted to and improved upon. The feedback received, both positive and negative (e.g., initial HR team's mixed response to the Copilot's output), proved crucial in understanding the practical implications of my work and refining my approach. In response to the initial negative feedback, I proactively proposed and began implementing a robust feedback mechanism (REX form) to improve data interpretation and ensure accurate performance measurement. This initiative demonstrates my ability to identify and address challenges proactively and independently.

Furthermore, I gained significant experience in [mention soft skills developed, e.g., communication, collaboration, conflict resolution]. My interactions with Jérôme, while at times challenging due to differing working styles (as evidenced by journal entries detailing disagreements on methodology and feedback), ultimately fostered my ability to assertively advocate for my ideas and constructively address conflicting viewpoints. The experience reinforced the importance of clear and transparent communication, particularly when managing expectations with stakeholders at various levels (from team members to members of the Comex).

My contribution to the [mention specific project or initiative, e.g., AI strategy implementation] directly impacted [mention the impact, e.g., streamlining HR processes, providing data-driven insights for strategic decision-making]. The successful completion of the [mention specific deliverable, e.g., benchmark criteria document, financial analysis of vendor proposal] showcases my ability to deliver high-quality work under pressure and within deadlines.

Looking forward, this internship has significantly shaped my career trajectory. The experience gained in [mention specific areas] has strengthened my confidence in pursuing a career in [mention career aspirations, e.g., AI consulting, data science]. I recognize the need to further develop my skills in [mention areas for improvement, e.g., advanced statistical modeling, project leadership], and I plan to address this through [mention specific actions, e.g., pursuing relevant certifications, seeking mentorship opportunities]. The lessons learned during this internship, both technical and interpersonal, have equipped me with the tools and resilience necessary to succeed in a dynamic and challenging professional environment.

# Conclusion

This professional mission at Gecina provided invaluable experience in [mention specific area, e.g., strategic AI implementation, financial data analysis]. The initial focus on the Heracles PoC highlighted the importance of rigorous upfront analysis in selecting AI initiatives, leading to the development of a comprehensive AI strategy aligned with Gecina's overall strategic vision. This strategy, informed by Gartner research and refined through iterative discussions with key stakeholders (Jérôme, Yann, Thierry), encompassed identifying and prioritizing use cases, risk analysis, and ongoing monitoring.

The project also involved contributing to a COMEX presentation on AI and Copilot, demonstrating the practical application of strategic planning and effective communication within a corporate environment. While ultimately not presenting myself, the experience of collaborative preparation and refinement of the presentation significantly enhanced my understanding of high-stakes communication and stakeholder management. Furthermore, the analysis of financial reports for potential acquisitions honed my skills in financial data interpretation, anomaly detection, and effective data visualization. The identification of a need for a structured feedback mechanism (REX form) to improve Copilot utilization and result interpretation showcased my proactive approach to process optimization.

Overall, this mission significantly advanced my skills in [list 2-3 key skills developed, e.g., strategic planning, data analysis, stakeholder communication], directly contributing to the objectives of the RNCP 35284 Expert en management des systèmes d'information title. The experience highlighted the importance of proactive problem-solving, collaborative teamwork, and a data-driven approach to decision-making within a complex organizational context. Future professional development will focus on [mention 1-2 areas for future development based on the experience].

# Bibliography

\*\*Bibliography\*\*

\*\*(Please note: This section requires the specific sources used in your report to be listed. The following is a template. Replace the bracketed information with your actual sources, following either APA or Harvard referencing style consistently.)\*\*

[Source 1: Author, A. A. (Year). \*Title of work\*. Publisher.]

[Source 2: Author, B. B., & Author, C. C. (Year). Title of article. \*Title of Periodical, Volume\*(Issue), pages-pages. DOI or URL]

[Source 3: Website Name. (Year, Month Day). \*Title of page\*. URL]

[Source 4: France Compétences. (n.d.). \*RNCP 35284 Expert en management des systèmes d'information\*. URL]

\*\*(Add further entries as needed. Ensure all entries are in the same consistent citation style (APA or Harvard). If using a citation management tool, export your bibliography from that tool.)\*\*

# Appendices (Optional)

\*\*Appendices (Optional)\*\*

This section includes supplementary materials supporting the findings and analysis presented in the main body of the report. The inclusion of these appendices is optional but encouraged to provide further context and evidence.

\*\*Appendix A: Project Reports and Evaluations\*\*

\*[Insert any relevant project reports, evaluations of performance, or similar documents here. This could include internal reports, client feedback, or progress updates. Clearly label each document.]\*

\*\*Appendix B: External Communication Records\*\*

\*[Include relevant email exchanges, meeting minutes, or other communications with external stakeholders (clients, partners, etc.). Redact any sensitive information as needed, maintaining confidentiality.]\*

\*\*Appendix C: Technical Documentation\*\*

\*[This section could contain technical specifications, diagrams, code snippets, or other technical documentation relevant to the project. Ensure clear labeling and explanations are provided for any complex technical details.]\*

\*\*Appendix D: Supporting Data\*\*

\*[Include any datasets, statistical analyses, or other data used in the report's analysis. Clearly identify the source and methodology used for data collection and analysis.]\*

\*\*Appendix E: Curriculum Vitae (CV)\*\*

\*[Insert your updated CV, including a professional photograph. Ensure the CV is formatted consistently with the rest of the report.]\*

\*\*Appendix F: Professional Portfolio and LinkedIn Profile\*\*

\*[Include QR codes linking to your online portfolio and LinkedIn profile. These should be up-to-date and reflect your skills and experience.]\*

\*\*Note:\*\* All appendices should be clearly numbered and titled. Ensure that all included materials are relevant to the report and contribute to a deeper understanding of the project. Maintain consistent formatting and style throughout the appendices.