



THE HAGUE
10-13 SEPT

FIA Connected

Club Correspondents Meeting

Crystelle Job

10 September 2013



FIA CONNECT



A collaborative tool dedicated to the work
of the FIA Mobility Commissions
(Public Policy and Services)

FIA CONNECT - Objectives



Our objectives are:

- To strengthen the network of Clubs
 - To encourage exchanges with the FIA Commissions team
 - To stay connected to your Regional website
 - To find documented expertise
 - To share documents and best practices on campaigns, for instance with regard to road safety
 - To communicate through the website
- ❖ Work in progress : the visual identity will be consistent with the future FIA Guideline

FIA CONNECT



A screenshot of the Jive for Teams web interface. The top navigation bar includes 'Home' (with a '29' notification), 'Content', 'People', 'Places', 'Apps', 'FIA INFO', a user profile icon, a 'Create' button, and a search bar. The left sidebar contains navigation options: 'Overview', 'Activity', 'Connections Stream', 'New Stream', 'Inbox' (with '27' notifications), 'Actions' (with '2' notifications), and 'Get Started' (with '0/12' progress). The main content area is titled 'Jive for Teams' and includes a sub-header 'Work better as a team' with four sub-sections: 'Have fewer meetings', 'Collaborate on documents', and 'Get connected'. Below this is a video player for 'AMANDA MITCHELL' with a '0:54' duration. To the right of the video is a 'Try it yourself' section with three cards: 'Join a group' (with a 'GO' button and 'NOT STARTED' status), 'Post some content' (with 'NOT STARTED' status), and 'Now add people' (with 'NOT STARTED' status). At the bottom left of the main area, there is a section for 'People who completed Work better as a team' showing two profile pictures. A 'Feedback' button is visible at the bottom right of the interface.

FIA CONNECT



A screenshot of the FIA Connect website interface. The top navigation bar includes 'QUICK LINKS: COMMISSIONS | CAMPAIGNS | POLICY | FIA REGION SITES'. Below this is a secondary navigation bar with 'Home', 'Content', 'People', 'Places', 'Apps', and 'FIA INFO'. A search bar and a 'Create' button are also present. The main content area features a 'Commissions' header with a 'Follow' button and sub-navigation for 'Overview', 'Content', 'People', 'More', 'Actions', 'About', 'Share', and 'Manage'. A 'YOU CAN CUSTOMIZE THIS PAGE' section provides instructions on how to customize the page. Below this, there are three commission cards: 'Policy Commission (4 items)', 'Services Commission (1 item)', and 'World Council (1 item)'. To the right, there are sections for 'PROJECTS' (stating 'There are no projects in this place') and 'ACTIONS' (listing 'Start a discussion', 'Write a document', 'Upload a file', and 'Write a blog post'). A 'Feedback' button is located in the bottom right corner.

FIA CONNECT



A screenshot of the FIA Connect website interface for the Policy Commission. The header shows "Policy Commission in Commissions" with navigation links for Overview, Content, People, Subspaces and Projects, Actions, and About. The main content area displays a list of documents and discussions, including "FIA Mobility Policy Commission - 2013-02-20...", "FIA Mobility Policy Commission - 2013-04-03...", "FIA Mobility Policy Commission - Meeting Sc...", and "FIA Mobility Policy Commission Terms of Re...". Each item shows a thumbnail, a title, and a "last modified by Lauren Rigato" status. The left sidebar contains "ACTIONS" (Start a discussion, Upload a file, Write a document, Write a blog post, Create a poll) and "VIEW THE BLOG" (Policy Commission). A "Feedback" button is visible in the bottom right corner of the screenshot.

FIA CONNECT



QUICK LINKS: COMMISSIONS | CAMPAIGNS | POLICY | FIA REGION SITES

Home 23 Content People Places Apps FIA INFO + Profile Create + Search

Campaigns

Overview Content People Subspaces and Projects Actions About Share

CAMPAIGN OVERVIEW

This is the Campaign's landing page. You will see individual campaigns listed here. Discuss within each campaign space.

Created: Mar 28, 2013

CAMPAIGNS

	Discussions	Documents	Blog Posts	Polls	External Activities
CAA Bike Car	0	2	0	1	
CAA Safe Texting	0	3	0	0	
FIA Road Safety	0	6	0	0	0

ACTIONS

- Write a blog post
- Create by email
- View feeds

TOP PARTICIPANTS

Lauren Rigato 11
[View all participants](#)

POPULAR TAGS

None of the content here has been tagged.
[Browse all tags](#) to see tags used elsewhere.

<https://fia.jiveon.com/community/campaigns> Feedback

FIA CONNECT



QUICK LINKS: COMMISSIONS | CAMPAIGNS | POLICY | FIA REGION SITES

Home 29 Content People Places Apps FIA INFO Create Search

Crystelle JOB Following in 2 streams Following: 3 Followers: 3

Bio Activity Content Connections Places Tasks Bookmarks

Work

Name: Crystelle JOB
Status Level: Wayfarer (26 points)
Title: FIA MOBILITY COMMUNITY LEADER
Department: FIA Mobility
Club: FIA
Email: cjob@fia.com

Other details

Member Since: Apr 18, 2013
Last Logged In: Jul 30, 2013 3:36 PM

ACTIONS

- Send message
- Download vcard
- Member RSS feed

Feedback

FIA CONNECT



A screenshot of the FIA Connect website's user interface. At the top, there is a navigation bar with "QUICK LINKS: COMMISSIONS | CAMPAIGNS | POLICY | FIA REGION SITES". Below this is a secondary navigation bar with "Home", "Content", "People", "Places", "Apps", "FIA.INFO", a user profile icon, a "Create" button, and a search bar. The main content area is titled "Write a New Blog Post" and contains a large text input field. Below the input field is a rich text editor toolbar with options for font (Arial), size (10 pt), bold (B), italic (i), underline (U), link, unlink, list, and image. At the bottom right of the editor area, there are icons for "@ Mention", "! App", and "Attach". A "Feedback" button is visible in the bottom right corner of the page.

FIA CONNECT



Jive Genius

All

 Followers: 0 Following: 0 Labels	 Followers: 2 Following: 0 Labels Global Public Policy Manager	 Followers: 1 Following: 0 Labels Chief Strategy Officer
<p>Crystelle JOB</p> Followers: 3 Following: 3 Labels FIA MOBILITY COMMUNITY LEADER	<p>Susheila Li</p> Followers: 0 Following: 0 Labels	<p>frank fotia</p> Followers: 1 Following: 0 Labels chief operating officer
<p>Jahnns Pitty Del Cid</p> Followers: 3 Following: 6 Labels E-Business Consultant	<p>Lauren Rigato</p> Followers: 3 Following: 3 Labels	<p>Sonia Benaissa</p> Followers: 2 Following: 3 Labels

Feedback

FIA CONNECT



Without you... FIA Connect cannot exist!



FIA CONNECT VIDEO



DIRECTORY “FIA ANNUAIRE”



Dedicated to all of you

Maintenance:

- In 2013, the internal FIA organization changed
- The updating is done by one department: LEGAL

DIRECTORY “ANNUAIRE FIA”



One email address to give your changes to the Legal department: annuaire@fia.com

- ❖ Future plan: Clubs to have the choice between French and English version

Internal CRM

Customer Relationship Management



A collaborative tool dedicated to FIA employees

- Roll out in July 2013
- All FIA teams use a single common database
- A powerful tool
- All club identity cards with the most important information
- State of the Art: Salesforce .com
- English language

Internal CRM

Customer Relationship Management



ID-Card per Club

The screenshot shows a Salesforce CRM interface for the account 'KONINKLIJKE NEDERLANDSE TOERISTENBOND (ANWB)'. The interface includes a navigation menu with 'Home', 'Contacts', 'Accounts', 'Groups and Commissions', 'Reports', and 'Campaigns'. The 'Accounts' section is active, displaying a search bar and a list of recent items. The main content area shows the account details for 'KONINKLIJKE NEDERLANDSE TOERISTENBOND (ANWB)'.

Account Detail

Country Name	Netherlands	Phone	+31 88 269 7147
Account Name	KONINKLIJKE NEDERLANDSE TOERISTENBOND (ANWB) View Hierarchy	Phone #2	+31 88 269 6680
Acronym	ANWB	Phone #3	
FIA Mobility Region	I	Fax	+31 88 269 6969
Country Code	NLD	Fax #2	+31 88 269 7871
Description		Email #1	info@anwb.nl
Event Organizer	<input type="checkbox"/>	Email #2	
		Website	http://www.anwb.nl
		Website #2	
		Information	

Address Information

Shipping Address	Wassenaarseweg 220 BA DEN HAAG, 2509 Netherlands	Billing Address	Wassenaarseweg 220 BA DEN HAAG, 2509 Netherlands
PO Box Shipping Address	Postbus 93200	PO Box Billing Address	
		Address Comments	

Club Information

FIA Membership	FIA Member Mobility	Foundation Date	
FIA Associate Member	<input type="checkbox"/>	Foundation Year	1883
FIA Admittance Date	31/03/2005	Delegation of Sporting Power	<input type="checkbox"/>

President Information

Club has a president	<input checked="" type="checkbox"/>	Mandate number	
Date of Election of President		Maximum number of	

Internal CRM

Customer Relationship Management



Mobility related information

https://fia.my.salesforce.com/001b0000005lucw?sbstr=ANWB

Les plus visités Débuter avec Firefox À la une Boîte de réception (20... Connexion non certifiée

Firefox a empêché ce site d'ouvrir 2 fenêtres popup.

Jan Trcala
Bernard Tav
Kraslo Stovanov
STOYANOV -
UAB
UAB "PROMO SPORTAS"
Frank Fotla
CANADIAN AUTOMOBILE ASSOCIATION (CAA)

Phonetic Search
Enter the beginning of a name:
Search

Custom Links
FIA.com
Action for Road Safety
FIA foundation
FIA Intranet

Messages and Alerts
Tip of the day:
Access directly to FIA reports here.

Recycle Bin

▼ Address Information

Shipping Address	Wassenaarseweg 220 BADEN HAAG, 2509 Netherlands	Billing Address	Wassenaarseweg 220 BADEN HAAG, 2509 Netherlands
PO Box Shipping Address	Postbus 93200	PO Box Billing Address	
Address Comments			

▼ Club information

FIA Membership	FIA Member Mobility	Foundation Date	
FIA Associate Member	<input type="checkbox"/>	Foundation Year	1883
FIA Admittance Date	31/03/2005	Delegation of Sporting Power	<input type="checkbox"/>

▼ President Information

Club has a president	<input checked="" type="checkbox"/>	Mandate number	
Date of Election of President		Maximum number of mandates	
Duration of President's Mandate		End of Mandate	

▼ Entrant information

Entrant Licence Number		Entrant Licence Issuing Club	
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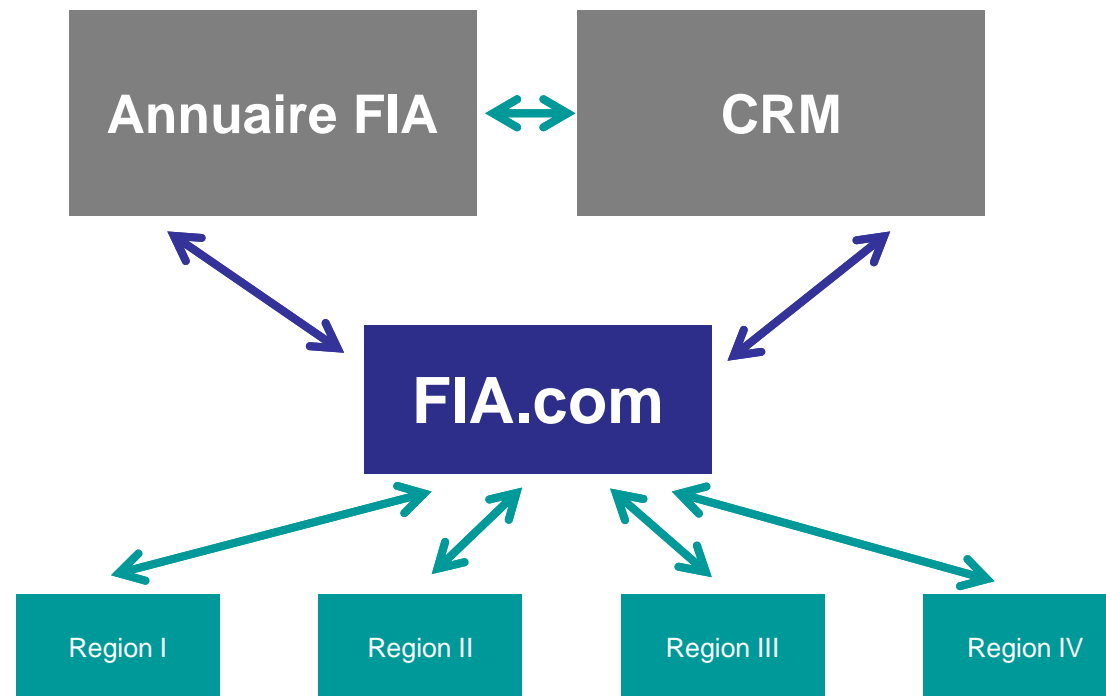
▼ Mobility information

CPD Issuer	<input checked="" type="checkbox"/>	Road Assistance	Vehicle towing; On-site repair; Battery change; Lending of vehicle; Other; Special emergency number 24/24 & 7/7
CPD Guarantor	<input checked="" type="checkbox"/>	Medical Assistance	Emergency medical rescue by helicopter; Medical services (abroad); Repatriation; Other; Medical advise
Data Sharing Permitted	<input checked="" type="checkbox"/>	Home Assistance	
		Travel Services	Maps (of roads, cities, countries); Route information (traffic...); Travel agency; Other
		Loyalty Programme	Credit card "Show your card and save"

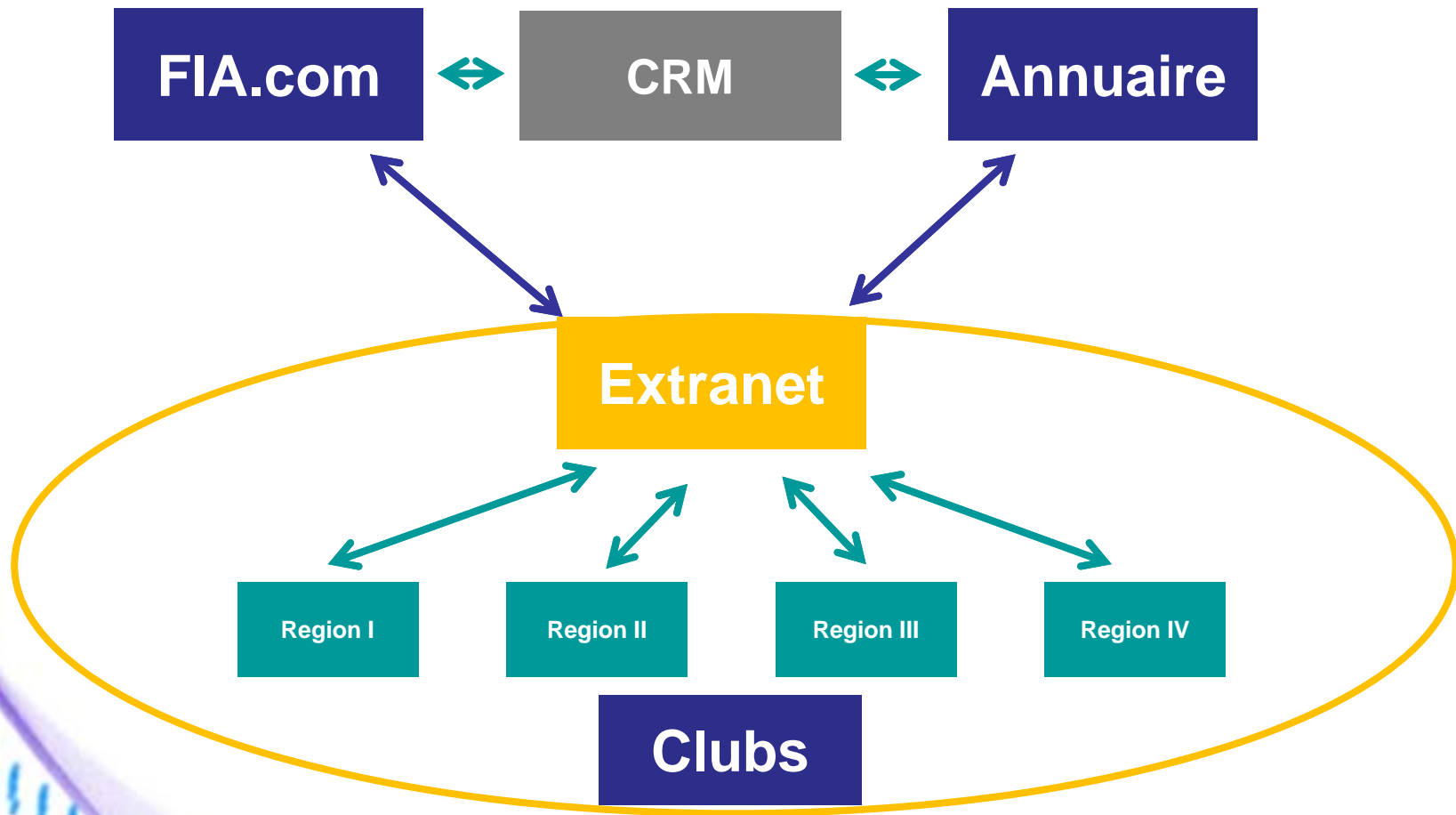
▼ Additional Information

Number of Club Members	3 707 654	Company Registration Number	
Employees	3 654	EORI Number	

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Thank you for your attention



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