



## Contexte

Pôle Emploi is a public body that is administrative in nature, tasked with managing job applicants. To make its assignment easier, Pôle Emploi has launched two significant programs: NPDE and DSN.

A dedicated structure, with a programme manager in charge, has been set up to manage the "Instruction and liquidation" process of the NPDE programme and the "Integration" process of the DSM programme.



## Enjeux

The organization's key challenges are:

- To arrange or improve sessions and processes for better project coordination and more efficient processes (striving for consolidation and accuracy of the provided information),
- To produce reports and track the daily progress of the programme's different projects.



## Intervention

The assignment entrusted to d<sup>2</sup>X Expertise entails helping the programme manager with the governance of the DSN and NPDE projects "Instruction and Liquidation." The following actions will need to be achieved:

- Producing project deliverables linked to the steering and tracking of project deliverables,
- Preparing internal project sessions,
- Assisting the manager with project organisation,
- Tracking the delivery and planning of different orders.



## Bénéfices

d<sup>2</sup>X's assistance:

- Helped the project manager host the steering sessions,
- Ensured meeting the deliverables' deadlines,
- Guaranteed producing reports on time,
- Helped to create Reference sheet(s)