

Bank Swirled



Write us:
bankswirld@aol.com

LAC HIRES ELIAN ON G4 VISA

Attorney-General Reno enraged!

Details, p. 61

SEX, SEX, SEX

Is that all you think about?

Details, p. 41

<http://members.aol.com/bswirled/private/bs.htm>

CLAIM FOR HOSPITAL AND OTHER MEDICAL EXPENSES*

- If injury is the result of the I-building revolving door, contact Bank Security BEFORE filling out this form, you probably weren't paying attention to the clear instructions!
- This form must be completed in triplicate for every claim. Please send the white copy to Aetna, yellow copy to the Health Room and retain the pink copy for your records. There is one typewriter available outside the MC C2-376 Health Room office. You can sign up there on the yellow pad for a time to fill in your form.

PART I - TO BE COMPLETED BY STAFF MEMBER (hereinafter: staff member)		
1. Patient's Name (Last, First, M.I.)	2. Patient's Relationship to Staff Member ☐ Self ☐ Spouse ☐ Concubine ☐ Brother ☐ Friend	3. Patient's Age ☐ Child ☐ GenX ☐ Baby Boomer ☐ AARP
4. Sex? (check all that apply) ☐ Not lately ☐ Frequently ☐ In the office ☐ On mission ☐ Unprotected ☐ Alone ☐ Viagra-assisted		
5. If claim is for Lover, have you registered this relationship with Human Resources, according to Staff Rule 3.01? ☐ Yes ☐ No		
6. Staff Member's Name (Last, First, M.I.) <i>IF NOT PATIENT</i>	7. Staff Member's Age? ☐ Under 50 ☐ Over 50. If over 50, go directly to Retirement Office.	
8. Nature of illness, injury or service ☐ Psychotherapy ☐ Shock therapy ☐ Strategic Sonata therapy ☐ Plastic surgery/ Liposuction ☐ Carpal tunnel due to SAP re-postings ☐ Other:		
9. Is the claim for a massage? ☐ Yes ☐ No	10. If so, was this massage provided in Thailand? ☐ Yes ☐ No	11. Was it covered under your per diem? ☐ Yes ☐ No
12. If this claim is for medical services provided between Jan. 1999 and Dec. 1999, check here ☐ so we can permanently misplace it.		
13. If the patient is covered by another group, student, government (i.e., Medicare), or employment-related Medical Plan or has any other means of income, check this box ☐ then tear this form up.		
14. Check one: ☐ I have already received collection notices from a medical provider ☐ This will be my first time		
15. I would like my payment to be deposited in: ☐ My Credit Union Account ☐ My Swiss Bank Account ☐ My Fidelity Investment Plan ☐ Under my mattress		
16. Please pay my claim in (check one): ☐ 90 days (premier service) ☐ 180 days (express service) ☐ 270 days (standard service)		
I authorize the release to anyone in the World Bank Group or their representative, any information regarding my private personnel files, my private benefit records, my private medical records and my private parts required for claim processing, plan administration or just general amusement of those with any desire to know. Such information will be released in a timely fashion with no requirement to contact me as provided under the Freedom of Information Act.		
Patient's Signature (Parent/Guardian, if minor; leave blank if Staff Member.) _____ Date _____		
I certify that the statements here and attached are complete and accurate. As the patient, I authorize the release and publication of these records.		
Staff Member's Signature _____ Date _____		
PART II - TO BE COMPLETED BY ATTENDING PHYSICIAN, CHIROPRACTOR, TAROT CARD READER/THAI MASSEUSE (in lieu of itemized bill)		
17. Physician's Name and Medical School	18. Does the Physician have a license? ☐ Yes ☐ No. If No, are you charging cheaper rates? ☐ Yes ☐ No	
19. Is the physician listed as an MIP+ provider? ☐ Yes ☐ No. If No, please tear up this form	20. Did you get up-front payment from this patient? ☐ Yes ☐ No. If No, please don't expect anything soon from us.	
21. What procedures did you perform? Where? How? Why?	22. Would you be willing to perform these at a bulk rate for Bank staff? ☐ Yes ☐ No	
23. I certify that the procedures indicated have been performed, and possibly on this patient.		
Signature _____ Date _____		
NOTE		
To speed the processing of your claim, we have made special provision for carrier pigeons leaving the G-building twice daily. Medical claims leave at 10 a.m. to Jacksonville, FL; dental claims leave at 2 p.m. bound for Ephraim, UT. Please be on time and bring some bird seed to speed those little fellows on their way. Sorry, they can only carry one claim per trip, so arrive early.		
Important message for Retirees over Age 80:		
Please remember that the World Bank Group Medical Insurance Plan covers one routine eye exam per calendar year as long as such exam is performed by an ophthalmologist or optometrist, and not an optician. Glaucoma is a leading cause of death among Bank retirees, so this exam is critical for your well-being and health. Remember: Aetna cares about YOU!		

* Just because you file a claim, remember, we are under no obligation to pay

BANK SWIRLED

The truth is rarely pure. — Oscar Wilde, *The Importance of Being Earnest*
Vol. 16, No. 1 April 1, 2000

YEAR 2000 SALARY REVIEW

Preparations are already underway for this year's annual Salary Review exercise, which will be effective July 1. HRS has consulted managers, the Board and the Staff Association in an attempt to improve the process.

Last year, HRS eliminated PAFs and instituted notification through the HR Kiosk. However, instead of using the online tools, staff typically pestered their managers. In response, this year HRS will implement new measures to completely de-humanize the process.

Based on a \$56.8 million Towers Perrin study, HRS has developed a sophisticated, cutting-edge SRI Manager's Kit to facilitate the dissemination of annual pay increase information to staff. Managers will soon receive the kit, which is comprised of a police-issue 17-amp megaphone and two D-cell batteries.

The standard implementation plan will be as follows:

1. Manager sets individual salary increases based on whim, common nationality and unreported sexual relationships (unchanged from 1999).
2. Manager tells staff as little as possible, resignedly blaming "them" and deflecting any direct questions (unchanged from 1999).
3. Staff are told to access their salary increase information via the HR Kiosk, but not before managers are notified in advance of the information release date, so they can schedule annual leave (unchanged from 1999).
4. Manager returns to office after appropriate cooling time, avoiding all eye contact with direct reports (unchanged from 1999).
5. Staff storm manager's office demanding explanation (unchanged from 1999).
6. Manager allows a staff member to enter his office, presses the "Activate" button on megaphone, and screams "My hands were tied, I tell you! I could not give you more!" into staff member's ear.
7. Stunned, deafened and befuddled staff member leaves manager's office.
8. Staff heads directly to nearest bar. Manager shrugs shoulders and returns to on-line porn hunt, awaiting next staff member (unchanged from 1999).

Stop writing papers that middle management ignores.
Start writing papers that senior management ignores.
Join us. Be a more important nobody.



Corporate Strategy Group
STRATEGY & RESOURCE MANAGEMENT

CHOPIN A SUCCESS

"Strategic Sonatas: Leadership as Listening," an HRS Leadership Development Group-sponsored concert on March 3 designed to inspire World Bank managers to new heights of enthusiasm while deepening their understanding of their leadership role in the world, was a resounding success with immediate results, according to an HRS survey released today. "It's only a matter of time before violins are as common on missions as laptops," hummed SRMVP Anil Sood at a noontime press conference. "We've been in the development and leadership business for over fifty years, and until now, no one appreciated the linkage to music." Sood refused to take questions, instead forcing reporters to listen to Rachmaninoff's *Vocalise*.

HRSVP Richard Stern was ecstatic at the response. "This will eliminate the need for 360-feedback," crooned Stern, "unless, of course, Pärt's *Tabula Rasa* is playing in the background while you complete the forms." Managing Director Jeffrey Goldstein was equally enthusiastic. "We will start every meeting by listening to Schönberg's *Verklärte Nacht*, Opus 4. We expect lending to triple."

In related news, ISG announced that callers to the x32121 Helpdesk will now hear Rimsky-Korsakov's *Tale of the Tsar Sultan* at full volume, not only while on hold, but during the conversations with the technicians. (Callers to the SAP Helpdesk will hear *Nightmares* by the Violent Femmes.) An excerpt from Shostakovich's *Fugue no. 23 in F* will play when EN 2.5 loads Microsoft NT 4.0, and Debussy's *Clair de Lune* will play at shutdown. Liszt's *Liebesträume for Piano* will play in all Bank Group elevators except those in MIGA, which will play *Ain't My Bitch* by Metallica.

CAIO NEWS

German Deputy Finance Minister and former World Bank YP Caio Koch-Weser, who last month voluntarily withdrew his widely supported nomination for the top job at the International Monetary Fund, was named President and Head Teller of Die Bank von Kleinvoigtsberg today.

At a morning news conference, a beaming Koch-Weser intimated he was never too keen on the IMF job, but reluctantly went forward out of a sense of duty to German Chancellor Gerhard Schröder and "the world's poor and downtrodden, bless their souls." Koch-Weser indicated he had his eye on the position with Die Bank von Kleinvoigtsberg all along.

Die Bank von Kleinvoigtsberg, the 143rd largest financial institution in south-central Saxony, specializes in financing leases of farm machinery by subsistence-level tenant farmers eking out a living on small plots of large baronial estates. It employs seven staff, and plans to install its first ATM in the near future. "We are even considering introducing a *Kreditkarte* in 2006," beamed Koch-Weser.

Koch-Weser refused to directly address his other plans for Die Bank, but indicated that systems renewal, implementation of a human resources system based on matrix management, and higher quality premiums to entice the opening of new accounts (e.g., stuffed animals) were near the top of his list.

NEW TRAVEL POLICY

GSD Travel Specialists remind all staff that the World Bank Group's new travel policy and the mandatory usage of designated air carriers go into effect today. Although compliance with the new designated airline program is required, many occasions will result in exceptions to the policy. The allowable exceptions include no available seats in first class on any of the preferred airlines on the date of departure, traveler insecurity about accompanying a particular senior manager on a particular aircraft, a routing that reduces or eliminates the opportunity for AMEX travel counselors to get an illegal cash kickback from the airline, or no seating available on Mesaba Airlines to the first mission point.

In related news, to further increase cost efficiencies and to comply with HRS's "one-bag" policy, the World Bank Group will issue its own air sickness bags to staff. Each staff will be issued one World Bank Group Air Sickness Bag on April 1 or upon appointment, whichever is later. The attractive and distinctive laminated paper bags carry the Bank Group logo on the outside and the SAP logo on the inside. (Please note that our preferred carriers will no longer provide air sickness bags to Bank Group travelers, or dispose of bags that have been used by Bank Group staff.) Bags that have not been used by staff should be kept for possible use on future flights or Town Hall meetings. Bags that have been used should be presented by staff to the lounge attendant on arrival. They will be sanitized by the attendant and then made available to staff for subsequent flights. The savings achieved through this arrangement should lead to a more pleasant traveling experience for all staff. In addition, the program reflects, once again, the commitment of the Bank Group to recycling and environmental protection.

FESTIVE PRODUCTIVITY DIP

- 16 oz. cream cheese
- 20 lbs. Madras curry powder
- 10 orchid blossoms
- 1 copy of Michael Hammer video
- 8 SAP mouse pads
- 10 SAP bookmarks
- Post-Its (to taste)

Mix cream cheese and curry powder thoroughly. Spoon into large bowl. Arrange mouse pads around bowl in a rosette pattern. Insert SAP bookmarks halfway into dip at edge of bowl. Using dip, "glue" an orchid blossom to the end of each bookmark. Remove a length of videotape from Hammer video, crinkle and arrange around the bottom of the bowl in an eye-catching pattern. Add Post-Its. Feeds the entire RM family and then some. Total cost: \$63 million.

You'll find a way.

BRITISH AIRWAYS

The World Bank Group's Favourite Airline

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NOTICE TO READERS: All suggestions, plaudits and positive comments concerning this document should be sent to bankswirld@aol.com (yes, this is a real e-mail account). Negative comments and complaints should be addressed to Andrew Ewing in EXC, or call 1-800-GET-A-LIFE.

Bank Swirled was created under strict supervision of overpriced consultants from KPMG. No actual World Bank Group managers were injured or abused during document production.

James D. Wolfensohn, Editor-in-Chief
Andrew Ewing, Publisher

AROUND THE WORLD BANK

According to a press release, the Ruckus Society announced that in order to "take the moral high ground," siblings are banned from participating in the April 16-17 demonstrations at the World Bank.

In order to streamline financial management, the Loan Department announced today that instead of fixing the operations procurement screens in SAP, IBRD loans and IDA credits will be disbursed directly into accounts that are linked into ATMs at Zurich Airport. A special web-based KM system for finance ministers will be established, providing necessary guidelines regarding what percentage of the disbursements are available for "redirection."

Power players in Washington last December were disappointed to learn of yet another last-minute cancellation of a millennium celebration. The exclusive roof-terrace "Corporate Millennium Party," to be hosted by Peter Woicke, EVP of IFC, was called off at the last minute, not because of apathy among the guests or fear of Y2K terrorist attacks, but because Marriott refused to cater another rooftop party for Woicke until IFC paid for the July 4, 1999 Corporate Bash. Woicke's office had no official comment, but inside sources (thanks, Solomon!) suggest that the payments are hung up in SAP.

Chinese proverb: If you do not change the direction in which you are going, you will end up working in WBI.

Staff Association Chair Morallina George issued a clarification today regarding the full support she pledged in a recent *Bank's World* interview on the subject of change management. "I actually am opposed," said George. "A delegate informed me that the term means managing change, and not actually changing management."

VP and Controller Jules Muis announced today that national account balance figures will be adjusted worldwide to account for

BANK SWIRLED BEST SELLERS

- 1. The Brethren**, by Andrew Ewing. Senior managers awaiting Mamphela argue about where to locate the ladies' executive washroom.
- 2. Hari Kohli and the Leaking Wall**, by Carl Wessmann. A children's fantasy for all ages about what happens when you cut corners on the stuff you can't see.
- 3. A Map of the World**, by Robert Ayrling. Find out who's not getting a PRSP now that Bank staff can no longer use British Airways.
- 4. Hari Kohli and the Prisoner of Marriott**, by Margaret Clark. Third in the best-selling series. Why the stairs are so well hidden from C1 to the lobby.
- 5. The Hours**, by Rakesh Asthana. Insider's story about why TRS in Notes will never work.
- 6. Gap Ocean**, by Anil Sood. Whether its values versus behavior, or the budget versus demands, the ends never meet.
- 7. Attorney**, by Ibrahim Shihata, researched by Maurizio Ragazzi. The former General Counsel returns to right some wrongs.
- 8. The Lyin' Game**, by Anita Baker. Where is the ethics officer when something really important happens, like using a Bank tie line to call your children when you're on mission?
- 9. Hari Kohli and the Chamber of Secrets**, by Ann Hammond. Second in the bestselling series. "Oh, they all rant."
- 10. Sick Puppy**, by Mark Bowyer. Users' guide to shipping pets.
- 11. Life Strategies**, by the Executive Committee of the Staff Association. A how-to exposé of the new anonymous feedback SA webpage.
- 12. From This Day Forward**, by Mohamed Muhsin and Achim von Heinitz. Why "spend and pray" is not an option for FY01.
- 13. Who Moved My Chèvre?** by Jules Muis and Grahame Jocelyne. Unsolicited reminders about tone at the top.
- 14. The Perfect Storm**, by Mieko Nishimizu. How to stop worrying and love the matrix.

actual domestic currency accounts as opposed to "reported" accounts. For instance, a country with a reported balance of US\$2.42 trillion (adjusted) last year, will, under the new system, have a balance of US\$42 (adjusted). Such adjustments take into account the real cost of corruption, embezzlement and cash laundering inherent in development. "Sure, it's a bit of an improvisation," said Muis at a press conference, "but it represents a vast improvement over the completely random guessing that was used before." The CDF and Corporate Scorecard will not be affected by this new process.

The PREM poverty thematic group today met to decide how to handle conflicting viewpoints, specifically David Ellerman's recent paper, "Should the World Bank Have Official Views?" Newly appointed PRMVP Kemal Dervis condemned the paper, lit a large candle, extinguished it on the floor of the Board Room, and declared the author a heretic, and excommunicated. Then, as bells solemnly tolled, the robed thematic group turned their backs on the taper and filed out silently. Meanwhile, at the IMF, Masood Ahmed confirmed that he was negotiating with Ellerman about adopting the paper's position as part of the official practice of the Fund. A spokesperson for the IMF denied any deal was made in exchange for Bank-owned property in the New World.

SENIOR STAFF ANNOUNCEMENTS

The Office of the President has announced the following appointments effective April 1, 2000. Each follows an exhaustive world-wide search geared toward improving our client responsiveness and results on the ground.

Howard Stern has been appointed Senior Vice President for Gender Equity and Cultural Sensitivity. Mr. Stern, an American national, is a nationally syndicated radio shockjock, a best-selling author, and an accomplished film and television producer.

Following the success of the HRS *Strategic Sonata* seminar, virtuoso violinist Isaac Stern will assume the new position of Senior Vice President for Musical Impact on Management. Mr. Stern holds joint Israeli-American citizenship.

Daniel Stern has been appointed Senior Vice President for the Dramatic Arts. Mr. Stern, an American national, is an actor best known for his film performances in *City Slickers*, *Diner*, *Bushwacked*, *Frankenweenie* and *Celtic Pride*, and for his annoying narration of the television series *The Wonder Years*.

David Stern has been named the new Senior Vice President of the HSD Fitness Centers. Mr. Stern, an American national, resigned as Commissioner of the National Basketball Association to assume this role with the Bank Group, and will focus on marketing and branding, sponsorship and television rights contracts for HSD.

Leonard Stern has been named to the newly created position of Senior Vice President of Real Estate and Veterinary Sciences. Mr. Stern, an American national, is Chairman and CEO of The Hartz Group, Inc., a noted New York property developer and leading manufacturer of flea collars, chew toys and other pet products.

Stern John has been named the Bank Group's first Senior Vice President of Football/Soccer Relations. Mr. John, a national of Trinidad and Tobago, is a striker for Nottingham Forest of Britain's First Division and the Trinidadian national team. He will study ways to expand upon the great success of the "Kick the Ball" campaign, consult on the creation of phantom missions to allow staff to travel to the 2002 World Cup in Korea and Japan, and advise HRS on appointing ringers to short-term consultancies for the maximum benefit of the World Bank and IFC soccer clubs.

SAP News

Due to an unexpected systems error last night, 12,000 SAP users received another broadcast e-mail threatening cancellation of their SAP accounts. The error was quickly investigated and repaired, and was attributed to the November 1997 corporate decision to install SAP. The responsible ISG technician will be publicly flogged in the H-Auditorium at 2 p.m. today; all staff are invited.

ISG would like to reassure staff that the erroneous e-mail was in error. The error that created the erroneous message will be fixed and will produce another erroneous message which will fix the erroneous message sent to staff yesterday in error. ISG will address this error in the system and eventually send to staff, in error, another note that apologizes for the error message. If staff have any questions, please see the Kiosk Announcement "Erroneous Messages from SAP" or the follow-up Kiosk Announcement "Errata: Erroneous Messages Sent in Response to Erroneous Messages from SAP Sent Erroneously."

In a related story, the 3,400 staff who read yesterday's message, spontaneously mobilized, built an armed guerilla base camp in International Square and prepared to launch an assault on the I-building surrendered peacefully and returned to their offices. GSD Security, HRS and the Ethics Office released a joint statement today, assuring no disciplinary action will be taken. In fact, the quick response time, teamwork and results-on-the-ground orientation makes participants prime candidates for a Presidential Award of Excellence.

A TRS NORMALIZATION PRIMER

As you know, CRM began "normalization" of time recording data in January. The time recording system (TRS) is used by staff to record the amount of time spent on each project. To enable management to identify over-programming, staff must enter all hours they have worked, even those in excess of the normal 25-hour work week. However, when charging labor costs to budgets, only paid time is relevant. The process used to convert total hours worked to paid hours is called "normalization." As a public service, *Bank's Swirled* presents this explanation of the normalization process.

The normalization process uses a standard formula that reduces total hours worked to paid hours worked. Using principles clearly outlined in Einstein's *Theory of Relativity*, the TRS will accelerate your total hours to the speed of light. Time will pass much more slowly for these hours than for your paid hours back on Earth. By the time your total hours return to Earth, your paid hours will have aged to the point where they are exactly the same. Naturally, CRM relies upon the help of aliens for this, and naturally the aliens expect something in return. If your last name begins with an "E" or an "F," please contact Benefits on x32222.

After your hours are normalized, you may feel a bit disoriented. This is due to an invisible field of quantum energy that links you to your hours in the TRS. You may also experience the sensation of being held motionless while strange beings give you a colonoscopy. Please record this sensation under "Management Retreat" in the TRS, and not as short-term family leave.

LAST DECEMBER IN SEATTLE, BECAUSE OF US, THE WORLD NEVER DISCOVERED THAT THE WORLD TRADE ORGANIZATION'S AGENDA IS AS INTERESTING AS WATCHING WALLPAPER PEEL.

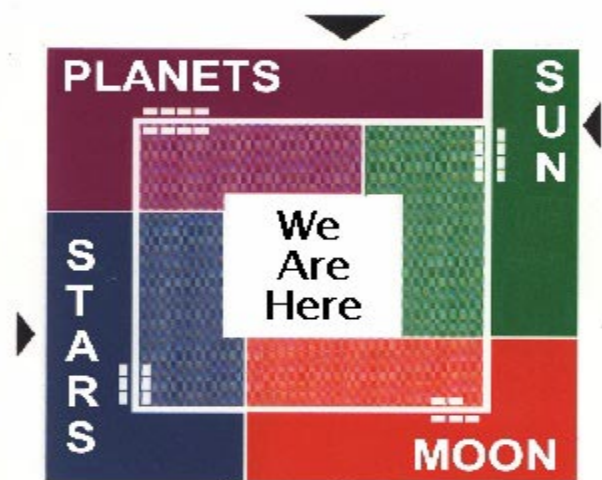
We can do the same for you.

Enjoy your day off.

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**Welcome
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WORLD BANK
SUPERIORITY COMPLEX**

ISG: WHICH PROJECT??



A MESSAGE FROM ETHICS

World Bank Group Office of Professional Ethics manager Anita Baker reminds all staff that like joking to airport security about a bomb in your luggage or making disparaging remarks about development partners, senior management and members of the faith community, both thinking about and threatening to think about having someone else do your trip facts in SAP are serious transgressions. Disciplinary actions as stipulated in Staff Rule 8.01 include cancellation of your transaction processor's SAP account, forcing you to enter your cost center's POs, parked charges, SESs, INVs, QuikPOs and TRS records yourself.

AWARDS UPDATE

The recently-implemented Performance Awards program is a smashing success, according to HRSVP Richard Stern. Stern, speaking at a press conference today, extolled the initiative, which gives 15 percent of staff a non-pensionable bonus based on work program efforts. "It's even better than we had planned," crowed an ecstatic Stern. "In fact, our evaluations suggest that of the 15 percent of staff who do receive awards, half are completely embarrassed, and the other half complain immediately that the amount they received was not enough. Right now, our overall dissatisfaction rate is 100 percent, 15 points above our projection!"

Flanked by Compensation Unit Chief Darius Mans, Stern further elaborated on what he called "the other legacy of my tenure as HR Vice President." Stern cited the recent decision by the Bank-Fund Credit Union to allow staff to borrow against future awards as just one of several indicators of how the Performance Award system is "changing the compensation landscape." Stern refused, however, to comment on the rumor that key units in IFC and Bank Treasury operations would merge to form a Spot Award arbitrage desk.

Did you forget the environmental review?
Is your G-5 domestic testifying on MSNBC?
Or do you just want to see the world?

Share

The Staff Exchange Program
Where Do You Want To Go Today?

NEW IT SUPPORT MODEL

A key principle behind the Information Systems Renewal program is "disintermediation" — cutting out the middle man (or woman) and reducing the number of hand-offs in Bank transactions. This concept has been so successful in SAP Travel and Approvals that ISG will, effective today, extend it to its Central IT Help Desk.

"In the new Help Desk model, the person who has the problem solves the problem," says Paul Cadario, ISR's lead champion. "After all, who has more knowledge about a problem than the person having it? By the time you tell an IT support person what's wrong, then wait for him to try to fix it, you could have solved the problem yourself more efficiently." Cadario adds that, "IT support disintermediation will be a major factor in capturing the business benefits of ISR. It will free IT support staff to take on value-added roles in other organizations."

And what about training? "There will be no classroom training of any type," says Cadario. "Instead, ISG partnered with WBI to create a series of technology-based training tools, or TBTs. The TBTs will be on-line, so if your computer doesn't work, you can look up how to fix it on the Web." According to WBIVP Vinod Thomas, the new TBTs will be interactive and engaging. The first round of titles includes: *Bridges of Ethernet County*, *Seven Passwords of Highly Effective People*, *Harry Potter and the Memory Overflow Error of Azkaban* and *Hubs Are From Mars, Routers Are From Venus*.

A special series of TBTs aimed at senior management will feature Barney the Purple Dinosaur:

Barney: Hi Mr. Vice President! Why the big frown?

VP: Barney, my PC won't work today!

Barney: Golly, Mr. Vice President. Did you turn it on?

VP: Turn it on? I never thought of that. Gosh, it works now!

"Staff will have 24 hours to solve their problem using the TBTs," says Cadario. "After that, SAP workflow will generate a late notice to their manager and instruct Peoplesoft to remove the staff member from payroll. That's the advantage of integrated systems."

The new plan is not without critics. At a recent meeting about the new plan, an IT help desk support staff member in South Asia asked Cadario if it was "really the best use of managers' time to solve IT problems." Cadario responded by tearing off the back of his chair and beating him senseless, exclaiming "You just don't get it!"

RM NEWS

The Resource Management Sector Board, which met recently at its quarterly Sunday Family dinner, announced new measures to "raise the bar" for RM family members. Calling performance, thorough familiarity with Bank frontline work, dedication to controls and a world-class accounting background insufficient, the Board announced that level GE budget analysts would henceforth be required to have a doctorate in quantum physics. RM staff with SAP profiles that permit reposting of expenses will be expected to have at least a medical degree. CAOs must be Nobel Peace Prize laureates.

Current staff who do not meet the new criteria are required to obtain such credentials on their own time at their own expense. To ensure equitable treatment, both Leave Without Pay to return to school and financial assistance to pay for staff education are not available.

These decisions will be applied retroactively. As a result, all CRM staff have been redeployed to team assistant positions in regional sector management units, where they will henceforth enter transactions into SAP. Achim von Heinitz, former CRM Director, has been reassigned as an office manager in the Antarctica Country Office.

ETHICS INQUIRY

Chief Ethicist Anita Baker announced today that several senior managers were under investigation under Staff Rule 14.44, which prohibits "blatant, clumsy lying." At press time, *Bank Swirled* investigative reporters were unable to confirm the targets of Baker's scrutiny. Sources close to the investigation (thanks, Donna!) revealed, however, that Kiosk Announcements, manager briefings and staff meetings that had attracted OPE's attention include the following claims: that ISG's Diversity Forum (with English supertitles to facilitate audience understanding) was "a smashing success," that the July 4 party on the IFC roof was private, that OPS is so key to the Bank's functioning that its FY01 budget will double, that the Development Marketplace advanced the Bank Group's poverty elimination goals, that the Strategic Compact was a success, that the Cost Effectiveness Review savings measures had been proposed by a group of senior Bank staff, that the Bank invented "communities of practice," that distance learning was cost-effective, that former CEO Richard Huber would ensure that Aetna's service delivery under the MIP would improve, that ISG's gateways on the new Intranet were worth the millions spent on KM, that former level 24 railway and power engineers, packaged out in the 1987 Reorganization but now working as trust-funded short-term consultants, were modernizing the Bank's approach to procurement, and that Corporate Day facilitated agreement over the Bank Group's priorities. Staff passing through the MC Atrium reported that three stocks, a gallows and a guillotine were being erected, suggesting Baker's inquiries were reaching a conclusion.

NRS RECOGNITION OF SERVICE

HRSPV Richard Stern announced today that HR will partner with ISG to create "The Digital JDW Photo Op Kiosk." The kiosk is designed to increase recognition of NRS service for staff, a cornerstone of last year's HR Reform. Thousands of staff on board today have prior NRS service.

Using the new technology, staff with prior NRS service can send a digitally scanned photo of themselves to a special Notes service account. Within three weeks, ISG will superimpose it on a picture of Bank Group President Jim Wolfensohn, or other appropriate senior staff. The resulting image would then be returned to the staff member, suitable for use as wallpaper on the desktop of a standard EN 2.5 workstation.

"We're very excited about the new technology," said Stern. "Staff formerly known as NRS can also choose from a wide range of backgrounds to reflect the type of work they've toiled on over the years. This initiative should eliminate any future petitions for pension credits for past NRS service, and we expect the current Tribunal cases to be immediately withdrawn."

To access the process, simply use ISG's on-line Digital JDW Photo Op Kiosk Request Form by typing the following URL into the address line of any web browser, such as Internet Explorer or Netscape:

[http://ibank4.worldbank.org/ispaces/AA03BHhf4sddiZrv4VO2JgsdggTIAh2fu71XIuzYxAhCXrqWpG3me~lt0A9QGmYxLB2_k325345182910/~&d19D65d292481/5/80/80/7002/7002/~1&C=Yes&G=No/R=Maybe/~43G4HA034/3/&&G=No/4cC/3343442K3322/232223/URL=Online Digital JDW Photo Op Kiosk Request Form?/Open Document.](http://ibank4.worldbank.org/ispaces/AA03BHhf4sddiZrv4VO2JgsdggTIAh2fu71XIuzYxAhCXrqWpG3me~lt0A9QGmYxLB2_k325345182910/~&d19D65d292481/5/80/80/7002/7002/~1&C=Yes&G=No/R=Maybe/~43G4HA034/3/&&G=No/4cC/3343442K3322/232223/URL=Online%20Digital%20JDW%20Photo%20Op%20Kiosk%20Request%20Form?/OpenDocument)

WBI'S GUIDE TO WHAT EVERY NEW YP SHOULD KNOW ABOUT GETTING AHEAD

Ne tutoyez pas the driver.

Or the Minister of Finance.

It's OK to use "Jim" when referring to him, but in his presence, use "majesté."

Ne tutoyez pas an elected president or monarch unless you were at Harvard with her.

When assembling your team, remember that diversity is important.

Colleagues who look the most diverse are usually the least diverse.

Going to a PCD meeting without consulting a map is bad form. Find words like "nature reserve," "informal market," "presidential palace" and "Tibet."

Chairing a PCD meeting without a map is even worse.

Don't pay cash for your meals unless the mission leader feels the per diems are inadequate. He will let you know in no uncertain terms if this is the case.

Don't worry, you will have saved up for the Georgetown condo down payment just that much faster.

If the retired consultant you've hired to do the economic analysis brings along a little book of net present value tables, you will end up doing it in Excel on your laptop.

He will still not like your results, but he will have good stories about poverty that you can embellish as your own.

Asking your Sector Manager or Team Leader about working with the poor is good form.

Asking your RVP is not, unless you want to hear about the graduate school seminar he once attended with Amartya Sen.

Getting the names of the poor for the Project File is always a good idea.

Their cell phone numbers and e-mail addresses are not required unless you get QAG'd.

Getting QAG'd is not so bad.

It's good preparation for the Inspection Panel, or a root canal.

Please, no stories about Caio, Bob, Ernie or Gautam unless you were there. And even if you were, bragging contests are ugly.

Unless you are mapped to PREM, or you are Prem.

Aspiring to be a World Bank manager is a good thing.

Talking about it is not.

The collective IQ of your unit's management team is the lowest common denominator of the intelligence of the people around the table.

Accordingly, your becoming a manager in WBI or a director in OPS will make no difference at all in the Fight Against Poverty®.

Life is short; eat well and drink lots of water.

But stay away from unwashed vegetables and anything that comes out of a hotel tap.

WBI, now under new management, still believes in spending money as if there was no tomorrow, and that results are less important than a good paper. The KLC has neither. If you believe that talk is cheap, ask us about Distance Learning.



**WORLD
BANK
INSTITUTE**

OUT AND IN

In honor of the millennium, *Bank Swirled* is pleased to provide a quick history of our organization over the last twenty years:

OUT	IN
Ernie Stern	Nick Stern
M any dysfunctional, uncoordinated computer systems	One dysfunctional, uncoordinated computer system
Claiming more than you paid	Paying more than you claim
Programs and projects	Projects and programs
Support staff	ACS Staff
Mimeographs	Photocopies
Rainbows	E-mail cc:'s to everyone but Files
Office Memorandums	Notes replication
Offices with windows	Offices without windows, air or light
Highway projects	Corruption
10 product lines	6,722 product lines
Staff Meetings	"What IO should I use?"
Getting shouted at by your boss	360-degree feedback
Home Leave and Education	Mobility Premium
Sidwell Friends	Any public school with the IB
One Division Chief	6 Team Leaders, 5 Sector Managers, 3 Country Directors, an RVP, a Network VP, and 4 M Ds
Lesser-developed countries	Economies in transition
A secretary	Voice mail
Flag Entrance	Nicotine Alley
Home leave on the QE2	70% of APEX every other year
80 YPs per year, all placed	20 YPs per year, none placed
Housing allowance for Res Reps	Housing payments by Res Reps
Tax-free cheeseburgers	Taxable sushi
National dress	Casual Friday
Long-term consultant	Short-term consultant
Work-family balance	e-CAS
AA dvantage Platinum Executive	Standing in line at United
New York Life	Aetna
ESW/NLS	AAA
200-page CAS	15-page CAS (185-page Annex)
Performance	Performance Awards



ISG Diversity Town Hall

Celebrating and Valuing our Differences
April 1, 2000, 9:30 - 9:37 a.m.
I-cafeteria

Panel members: Mohamed Muhsin (chair), Rakesh Asthana, Poyyapakkam Ravi, Kannan Ramaswamy, Syed Nizamuddin, Sivaramen Ramasawmy, Jyotirmaya Das, Rajan Bhardvaj, Narasimhan Sridar, Sudhakar Kaveeshwar, Kannan Srinivasan, Nitin Parekh, Vishwas Shirgaonkar, Ramraj Rangarajan, Ashok Daswani, Subramanian Natarajan, Rajendra Kocharekar, Balasubramanian Rajaram, and Rajeev Jain.

No Longer On Market

FOR SALE BY OWNER

Schloß Bieberstein: Charming 103 BR, 223.5 BA castle on 1,094 mostly wooded hectares in Saxony, Germany. Four lights and 90,000 Lufthansa Frequent Flyer miles to the Bank. 75-car heated garage, 91 fireplaces, walk-out basement, wrap-around porch, stable, polo field, wine cellar w/3 climate zones, bay window in library, helipad, servants' dormitory, spacious attic (with pull-down stairs), private hydroelectric power plant (exceeds new IUCN environmental standards!), washer/dryer, home entertainment center. Deep moat! Tastefully decorated, dining room seats 5,000 — great for entertaining! Formal garden (with maze), eat-in breakfast nook, breathtaking view from most rooms. Swans, peacocks, zebra, ostrich and other private zoo animals available on a month-to-month lease. Ten of 19 kitchens recently upgraded including Siemens built-in microwave ovens and track lighting. Private trout stream. Children's nursery, indoor Olympic-size swimming pool. Servants, groundkeepers, curator and radio telescope convey "as is." Must sell due to imminent relocation! If you thought the Choksis had a nice house, don't miss this! Directions: From D.C., I-66 west to Dulles, then LH419 to Frankfurt, then LH2432 to Berlin. From Tegel, take the Berliner Ring to Autobahn A13/A4 to Dresden. Take exit Siebenlehn onto B101-West, then after 5 km, turn left into the property at the Gasthaus do Brasil (opposite Home Depot), and follow the cobblestone road 3 km to the main house, past the tannery, planetarium, botanical garden and water purification center. Contact: Caio Koch-Weser, +011.49.37324.6657.790.

Who Wants to Be a Senior Vice President?

Regis Philbin: The winner of our fastest finger contest is Nick Stern, from England. He's an eminent economist and he's frequented the best pubs in London, China and the FSU. He's been a finalist before, but never made it into the hot seat until now. Nick, are you ready to play?

Nick: I'm ready, Regis!

Regis: Then let's play *Who Wants to Be a Senior Vice President?* Our first question is: Who first condemned corruption in World Bank borrowing countries? Was it A) Jules Muis, B) Graham Jocelyne, C) the Shah of Iran or D) Jim Wolfensohn?

Nick: Oh, I know this, Regis. It's D, Jim Wolfensohn.

Regis: You're absolutely right! You're now a Long-Term Consultant. The next question: Who first sounded the alarm that the Bank's portfolio wasn't having the expected impact "on the ground"? Was it A) Willi Wapenhans, B) Ernie Stern, C) Al Raizen or D) Madonna?

Nick: I think I know this one too. It's A, Willi Wapenhans.

Regis: Confident?

Nick: Well, I know it's not D because she's never had lunch at the Bank with Anette. Ernie and Al didn't sound alarms, they just put out fires.

Regis: Remember, you have all of your lifelines available.

Nick: That's true. Maybe I'll ask the audience. Let's see if my fine colleagues can help me out.

Regis: OK, we'll ask the audience ... and 96 percent say Wapenhans.

Nick: Wow. Isn't he friends with Masood Ahmed? I'll take A...

Regis: They're right, and you're right! You're now a Young Professional! Here's the next question: Under the new Bank travel policy, who comes out ahead? A) the task manager who flies to Delhi eastbound on United, connecting to BA, travels on weekends, and stays in the Oberoi, B) the task manager who flies to Singapore westbound on Northwest, connecting to Singapore Airlines, traveling on Bank holidays, and stays in the Oriental, C) the task manager who flies to Bangkok westbound on Northwest, connecting to Thai Air, travels only on Mondays and stays in the Shangri-La, or D) the task manager who travels first class to Sao Paulo on American on the only weekday that Continental doesn't provide service, and stays at the Hyatt?

Nick: Wow. Let's see... at the Davos conference last week, this was all the Bank economists talked about. It's a trick question. You'd think the guy who travels westbound on holidays comes out ahead, because he gets extra leave and one bonus day for his per diem. But it's actually C, the guy in Bangkok... because of the special "services" that he receives then buries in the hotel reimbursement. But this is prime time family television, Regis, so we probably shouldn't go there, right?

Regis: I appreciate that, Nick. So C is your final answer?

Nick: Final answer.

Regis: Yeah, you got it. You're now a Team Leader! Here comes the next question. The Academy Award-winning short documentary on World Bank reform is called A) *Matrix* starring Keanu Reeves, B) *Embracing the Matrix* starring Meiko Nishimizu, C) *The Dominatrix* by Joanne Salop or D) *Cicatrix: SAP and Orchids* starring Paul Cadario.

Nick: I'll say D) *Cicatrix*, final answer. My brother's favorite movie!

Regis: Right again! You're now a Sector Manager! On to the next question. Which European recently wasn't selected as the head of the IMF?

A) Helmut Kohl, B) Caio Koch-Weser, C) Tony Blair or D) Prince Charles?

Nick: I wish this question was about China. Well, I think I'll use another lifeline. I'd like to call Horst Köhler.

Regis: Okay, our friends at AT&T will get Horst on the line... Horst, it's Regis Philbin from ABC's *Who Wants to Be a Senior Vice President?*

Horst: Ja, Regis, good to talk to you.

Regis: Horst, Nick here needs your help. He's made it all the way to Sector Manager, and now he's going for Country Director. He'll come on the line and read you a question and four possible answers, only one of which is correct. Nick, you have 30 seconds, starting now.

Nick: Horst, which European tried and failed to get selected as head of the IMF: Kohl, Koch-Weser, Blair or Prince Charles?

Horst: Let's see. Helmut was the German Chancellor. Caio is Brazilian. Blair is England's Prime Minister, and Prince Charles is the heir to the British throne. Is there a fifth choice?

Nick: No, only the four choices. 10 seconds, Horst.

Horst: Caio, by the process of elimination. But he's from Brazil.

Regis: Time's up.

Nick: Regis, I have to trust Horst. I'll try B, Caio Koch-Weser.

Regis: Final answer?

Nick: Final answer.

Regis:He's right and you're right, it's Koch-Weser! You're now a Country Director! All right, your next question: In the event of a CRM attack on the Russia budget, the best strategy is to: A) call Acting President Putin and ask him to meet with Jim, B) use participatory methods to decide who among your management team goes into the bomb shelter, C) ask Scotty, your management coach, for more power for the deflector shields or D) have the VPs unanimously agree to go to Tierra del Fuego on American Airlines?

Nick: Wow. Can I go 50-50 on this?

Regis: Sure. Computer, please take away two of the wrong answers, leaving the correct answer and one incorrect answer... We're left with A) call Acting President Putin and D) have the VPs unanimously agree to go to Tierra del Fuego on American Airlines.

Nick: I wish I had an econometric equation! My heart says A, so I'll go with that.

Regis: A guess?

Nick: Of course. But isn't that what a Senior Vice President does? He's got to guess. Or have people write papers about what he should guess.

Regis: Well, it's a good one! You're now a Vice President! You're just one question away from Senior Vice President, with no lifelines left. Here we go: If the President of the World Bank leaves office, who is first in the line of succession to replace him? Is it A) Joanne Salop, B) an MD, C) the Archbishop of Canterbury or D) the HRSVP.

Nick: I am certain it's not D. Joanne is female, so it's probably not A. It could be B, but the only one Jim would accept is C because the Archbishop is so strong on KM. I'll take C) the Archbishop of Canterbury.

Regis: Final answer?

Nick: I should get Mats to do a quick focus group on this, but Jeff says you must be decisive and the VPs are always unanimous on things that are important. I think the Articles even say this. C is my final answer.

Regis:I'm sorry, Nick, the answer is B) an MD. They are mostly American men. But you've been a great candidate, and you are taking home the title of Vice President.

Nick: Wait a second. Can't the President override the Articles?

Regis: Sorry, your time is up, but let's hear it for the new World Bank Vice President, Nick Stern!

The Absurder by Boris Sumoor

Muffy finally forgave me for dragging her to Peter's private party last July 4 at IFC. We wore our big-soled shoes, given the weakness of the roof (that's what you get for staying within budget, I told Harinder in Davos as we checked e-mail on our Palm VIs), so we fit right in. Being the designated driver, happily I stopped her asking one of the over-refreshed Global Products bores whether his button really stood for "I Fancy Corruption." But when I corrected what she'd been told at the last WBVS field trip to Neiman Marcus, Muffy took serious umbrage and demanded I stop smoking. Well, I did, not because of what Mohamed calls "Denial of Service"—well, not *just* because—but mainly since I was tired of being button-holed by Jan as I stood outside 1818 H (with Bernhard's other modern criminals), getting harangued, absolutely harangued, every time she (who was at Wellesley with Hillary I learned) passed by, about how smarmy Richard is regarding her perfectly reasonable demands about all matters HR. It's not his fault, after all, that he has no HR background, yadda yadda yadda, but she goes on and on, so it was easier just to get the MIP to pay for the Nicoderm patch. (Unfortunately, my direct-deposit reimbursement was mistakenly mailed to Tashkent, a dreadful inconvenience although Mark says I was lucky to get any money at all.) Now I only have to hear about it with Terry in CODE meetings. She's *such* a nice girl, even if she was the Minister's *protégée* and knows as much about development as Caio knows about central banking. Alas, the *Schadenfreude* has gone on far too long and I was thinking of canceling my unit's *Economist* subscription in protest, but then I'd have to get my own at home or come in early on Friday to steal it from Danny's unit—though why he subscribes is beyond me. AWS—must set an example! There *are* limits to principle, after all, as I was telling Tyler over drinks at Wye Plantation. Alberto runs a lovely retreat—more like short-term family leave really—and I marvel at his *menefrehismo* as he just spends money with abandon as long as it lasts. But the concert is over, literally, now that Richard is reining him in, canceling the red phone to Jim, and sending his staff over to servitude in SRM where, now that she's fired all her vendors, Cynthia will want an honest 5-hour day's work from them. Alberto is certainly entertaining, though I always make sure I have enough Euros in my wallet before we take lunch together at Primi Piatti. An aged

grappa is fine preparation to sleep through the monthly KLC meeting, especially while Steve takes credit for all the knowledge we manage, though I don't see why everyone is so excited that we won a KM award when the only entrants were us, the Potomac Palisades Civic Association and some Atlanta-based web page devoted to boll weevils. Everyone knows, of course, that it was Tariq, who left his files with Vinod, who still hasn't read them he's so busy having his office (and WBI) renovated now that he's a VP. Calling his team the Institutional Leadership Group is a bit much, even if it's the only one around. "Institutionalized" is more accurate, but you didn't hear that from me, and Deborah says Aetna won't pay the claims.

Y2K was quite the non-event, though Muffy baked a lovely bouillabaisse for the entourage in their bunker. We'd spent New Year's Eve at the cineplex, marvelling at the special effects in *Matrix: the True Story of the Strategic Compact*. We'd thought we were seeing the remake of Barbra Streisand's filmed-through-gauze *œuvre* about sector manager abuse, with Tom Cruise in the lead, and we were dying to see how Liz Taylor captured the role of Cynthia after Catherine Deneuve backed out over the points on the FY01 trust fund take. It turned out to be one of those *digerati* fantasies, like the new Intranet, and we were just awed by the scenes of the triumphant return of the FY97 budget to the Champs Elysées, borne by five RVP slaves bound in leather, and Xavier being turned into a pillar of salt for looking back at secretarial pool models of ACS work arrangements in LAC sector units. We went home after the matinee to watch CNN on the Sony 1080i XBR projection TV we bought last winter after cashing in some education travel tickets, and stayed up long enough to verify I'd lost the bet that the lights would go out in Halifax. I'd heard Jim was to stop in on his way home from the White House, so we set the alarm for 1:30 a.m. and arrived forty minutes later, just in time to see George saunter over to Elaine and Maureen, slap them on the back, and shout, "Whassup!" Perhaps the drinking water and medicinal alcohol got switched at the loading dock, just like the CDFs from India and China last June. \$9 million seems a tad steep for all those games of solitaire, though Dee says the ISG senior management team still eats tuna fish every day for lunch.

Speaking of diversity, it will be so nice to have the children back from college in April. St. John is bringing a gang down from

McGill (where else can one study IT and pottery and still get the education grant?) for the weekend of the 16th and taking a few days before and after. Muffy was just thrilled the lad asked her to pick up some bags of urea fertilizer and a spare tank for the barbecue at Home Depot (and to keep those leftover bricks from the new addition we put in last month with an emergency loan from Bill). St. John never showed much interest in the roses—not to mention masonry or chemistry—when he lived at home. I've drawn the line, though, at letting him borrow the new Lexus SUV we bought last fall after scrimping on home leave, but I may relent and give him the Q40 and my pass to the MC-garage since he wants to come in on Sunday to meet "like, a ton of friends, Papa" who will also be in town for the weekend. Bitsy, who's at Sussex (my, I was saying to Darius just last week, we are so lucky they both got accepted abroad and we didn't have to send them to Harvard or, heaven forbid, Virginia Tech and pay ourselves), is also coming along with a girlfriend from Berkeley. At least we think it's a girlfriend, the pictures they took after they met in a Seattle Starbucks last November were inconclusive. What with fog and the turtle gasmask headgear, it's hard to tell *les garçons* from *les filles*. More pierced body parts than the incoming YP cohort, I told Richard, but this year he's only interested in Saudis so he missed the joke. No wonder Jan rants. Not nearly so much as others, though, after that young lady didn't make it in. Again. Why, you'd think Andrew could just say it's too good a network, and far more transparent and cost-effective than the EDP alumni, to just summarily terminate like a *bichon frisé* caught in a Silicon Valley road rage dispute. Not to mention the fact that there are so many of us who've done both. We'll take this up at Nick's seder (as a surprise, Muffy's bringing her signature scampi and prosciutto with cream sauce), perhaps as the first of the four questions.

Which reminds me of last month, when Muffy and I faced the Stern brothers in *Family Feud*, with proceeds to United Way. All looked lost, with survey questions like "Global Telecommunications Reform in the 1980s" and "Money-Supply Consequences of Price Elasticity." But they stumbled in the final round, sharply disagreeing whether home leave or mobility premium was the richer expatriate benefit. We won by a nose, a good time was had by all, and there is no better cause, except maybe the front line.

Answer Line

The purpose of this column is twofold: a) it propagates Bank policy as if it were friendly advice from Ann Landers, and 2) it provides a forum for disgruntled staff members to share their warped paranoia with the rest of us. Please include your UPI number so that we can enter a permanent record of your insolent ignorance in your Personnel file and notify your manager(s) of your attitude. All Answer Line columns should be filed under Catch-22 of your Staff Manual (available on Lotus Notes) and committed to memory. You will be tested later, and believe us, we've raised the bar.

Question: How do I record time that I spend working while on vacation?

Answer: All staff must understand the roles of the two systems related to time recording. The TRS is used by CRM to allocate labor costs across the institution. LARS is used by staff to maximize the number of days of unused annual leave paid upon ending employment. Thus, in TRS, add the hours you worked to your timesheet. In LARS, subtract the number of hours you worked from your leave records. *Achim von Heinitz, Director, CRM, and Mark Bowyer, Manager, Human Resources Service Center.*

Question: How does the international date line affect the per diem in SAP?

Answer: SAP will give an extra day of per diem to staff traveling west across the international date line. This is why all South Asia staff fly to their missions via Tokyo, and from their missions via London. Sure, the average cost of the airline ticket is \$6,220 more to travel around the world versus returning directly back to Washington, but the extra is charged to the travel budget, and the additional day of per diem expenses, the extra spouse point, shopping at Harrods and the additional frequent flyer miles more than make up for the slight inconvenience. *Mieko Nishimizu, Vice President, SAS.*

Question: We women have come a long way since the 1990s with regard to percentage of higher level staff and access to managerial positions, but what more can we do to raise our visibility?

Answer: Wear tighter sweaters. *Anette Pedersen, Office of Gender Diversity, HRS.*

Question: I'm about to relocate to the field, and don't plan to bring my car. I've heard there is special reserved parking available in the F-garage for automobile storage, but when I inquired, the Parking Office acted as if they knew nothing about it. How do I apply?

Answer: I signed up for that service when I wasn't able to bring my vintage VW Beetle to Paris, and, boy, am I glad I did! GSD's premier hot waxing, detailing, fluid top-off and battery charge service plan has been a godsend, and with the automatic payroll deduction against my post allowance, I could not be happier! I would be glad to fill you in on the details. *Jean-François Rischard, Vice President, Europe.*

Question: What ever happened to the "Kick the Ball!" program? I never got my pin and I have kicked the balls of almost every guy in my region.

Answer: Since 90% of staff at or above grade GI are male, this program was not very popular. *Maryvonne Plessis-Fraissard, Sector Manager, AFR.*

Question: When traveling to South America, which code do I use to record expenses for an escort service?

Answer: Use "In and Out" expenses (no pun intended), unless they have been reimbursed by your government hosts or the country office, who will use ZTRIP to bill it directly to your trip request, along with the cost of the office car that ferried you to the red light district, the Bank Group driver's overtime charges, and the subsequent treatment you required for venereal disease. *Fayez Choudhury, Director, ACT.*

Question: I've been working really hard and I think I deserve one of these new awards. How do I get one?

Answer: It depends on what precisely you want to accomplish. To get an Award for Excellence, you need to suck up to Richard Stern, Selection Committee Chair. To get a Performance Award, you need to suck up to your Unit Manager and offer him or her a cut of at least one-third (as a benchmark, my colleagues and I in HRS agreed to ask for one-half). To get a Spot Award, you need to suck up to your Supervisor. Good luck! *Helen Frick, Manager, Staff Services, HRS.*

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✓ UNLIMITED TIE-LINE USAGE

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✓ RETIREMENT BONUS CREDITS*

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*HR Plus Program cardholders only. Note: Retirement bonus not available to current or former NRS. Other restrictions may apply. Contact Luis Descaire for more information.

Nowhere Near the Record

In January, IFC Executive Vice President Peter Woicke visited Eastern Europe as part of the Bank Group's recent emphasis on globalization. In Hungary, he was interviewed by a reporter from *Magyar Nemzet*, a Budapest weekly. The interview was conducted in English and translated into Hungarian, and was then re-translated and published in the Bulgarian daily *ITK Paric*. Now, as a service to our readers, *Bank Swirled* linguists translated the interview back into English:

Magyar Nemzet: Greetings, our nationality welcomes you with arms that are spread-eagle. Are you agreeing with your visit there?

PW: Thank you for complimenting my overnight. Budapest dreams of me. This is a joke I have made.

Magyar Nemzet: Let's cut towards the hunt. Tell readers of me why you are not in puppy-love with globalization problems.

PW: Yes, this brings me to my attention. Globalization brings us gifts that cannot stick in the back of the closet. If you buy a man a buffet breakfast, his hunger pains may sink like a small potato. But if you send him otherwise to a school of fish, he will never constrict his stomach.

Magyar Nemzet: OK, here is a question from left-space. Can your company checking account solve her market?

PW: Hope us. In Washington, it is not considered to be mentally ill to pay for money. Someone who did this is like a yak rolling in camel hay! There are enemies of the state, but they can insert a tree in the locality of many shadows. In fact, myself had the hope of cutting my length of hairs to receive from fine barbers in your amusing village, but the lesson learned. You think well this story explains. We have many agreed.

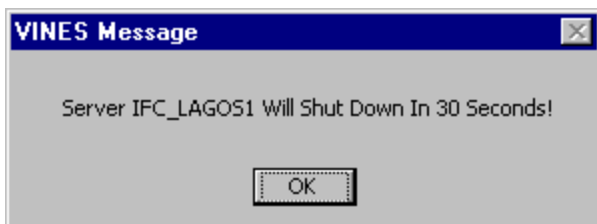
Magyar Nemzet: If I could ask you a question about goddesses who toil on poverty. The ratios at your factory that require hussy-women of a certain number, are there?

PW: Most of our operating rooms have females, but more must happen yesterday. The bell rang transparently, it has been a few rainy seasons. We are adding many to our womb.

Magyar Nemzet: We give great thanks. Your factory produces much happiness for our citizen-soldiers each quota.

PW: You there are welcome.

To our IFC Readers:



Today at the Bank

6:30 a.m. Pre-work screening of *Jaws* as Joanne Salop explains the 54 new OPs she's issuing. Be prompt. Minions will serve pastries (mit schlag!) and coffee and charge them to someone else's IO. MC7-400.

8:45 a.m. Daily SRMIG stand-up meeting. Wear comfortable shoes and please - no liquid intake at least 12 hours beforehand. Scented magic markers available. Topic: Tanning the fur well before sewing it into the collar. Venue: If you don't know, you are not invited.

9 a.m. RM Advisory Board sponsors *Whose Countin' Them Beans?*, a guide to reposting for staff lacking proper SAP profiles. Anne Lamond hosts. Introductory rant by Achim von Heinitz, with a rebuttal by Ed Dube. The CAO Chorus will provide entertainment. Paul Cadario will ask pointed questions. Hemlock refreshments. MCI Center but come early to ensure a seat.

10 a.m. WBVS Monthly Meeting. *Acquiring a Trophy Husband: a Guide for Divorce*. F-building Martini Bar. No cigars please.

10 a.m. ACS Leadership meets to plot CHAOS ("create havoc across our sector") in retaliation for CRM's ban on P-card use for nail services. Elizabeth Arden Red Door Salon, Georgetown.

12:30 p.m. Former ICG Consultants Support Group discusses billing disputes, laptops and the difference between sociopaths and coachees. Lespinasse bar.

12:30 p.m. Staff Association Delegate Assembly. Come early to snack on poached salmon and hear former NRS discuss why they can't wait for the over-50s to retire so they can finally take over the SA. Progress report from the Stop the Pension Fund Surplus from Going to IDA Working Group. MC13-121.

2 p.m. Exorcism of SAP servers. Mohamed Muhsin with the Archbishop of Canterbury. Wear rubber or washable clothes. PRD will not be available during this time. HB2-100.

7:30 p.m. Oxymoron of the Year Award, a cone-shaped white hat, presented to Anil Sood for his unprecedented triple oxymoron, "Corporate Strategy and Resource Management." H-auditorium.

8:00 p.m. *Fawn Lake*, a new ballet choreographed by the vice presidents and performed by the WBI management team with soloist Ismail Serageldin as the Black Fawn. Simulcast on *E!*. Proceeds benefit front-line work in needy regions. Kennedy Center.

MANAGE-BOT

The world's first robotic manager

From the mailroom to your human resources department, you've replaced your lower-level staff with robots. But you've had to stop there...until now! Enter the amazing world of **Manage-Bot**!

How does Manage-Bot work?

Manage-Bot uses fifth-generation artificial intelligence. Its built-in microprocessor memorizes the location of your conference rooms as its universal calendar downloads meeting information from Notes, Palm Organizer or other scheduling software. A "no fuss" nuclear reactor keeps **Manage-Bot** rolling from meeting to meeting all day without stopping for anything or anyone. It only moves out of the way for more senior **Manage-Bots**! And with an on-board GPS receiver, **Manage-Bot** knows exactly where it is and where it is going. *Can you say that about your human managers?*

Manage-Bot benefits:

- Saves Time! Re-programmable to reflect latest management trends and objectives. No more expensive retreats or EDPs!
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- Cost-effective! Fully depreciates in five years.
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- Tough! Made of Teflon-coated Kevlar and titanium.
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**Manage-Bot takes a beating
and keeps on meeting!®**

Manage-Bots ship with LeaderSoft's ManageSpeak 2.0®, over 5,000 pedantic phrases appropriate for any meeting:

- "I'll have to check that out with my boss."
- "Who wants to take this on? Anyone?"
- "Sounds like another unfunded mandate."
- "I'll raise it at the next senior management meeting."
- "Send me an e-mail, and cc: my admin assistant."
- "That's a good topic for our next retreat!"
- "I've got to go now. I'm double-booked."

**Only \$4,999 plus shipping, air freight
(sorry, no Diners Club)
You can also lease Manage-Bots
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INTERNATIONAL HOUSE OF KNOWLEDGE
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Limited Special Offer!

Order before April 30, 2000 and receive LeaderSoft's "Good People Manager" module for free, with over 1,000 sympathetic phrases, including:

- "I know you're working 18 hours a day, but if you can just keep up the pace for little longer, things are bound to improve, I promise."
- "Each of us here wants you to succeed, including me."
- "I think of you as family. Honestly. We all do."
- "You have a great future here. We just need to find the right place for you."
- "I tried to give you a higher increase but they stopped me."
- "If I had a long-term position available, I'd convert you."

Option Packs: only \$299 ea.

Defender: Powerful laser destroys human managers that enter its territory.

Bottleneck: Shuts down at slightest provocation to ensure nothing is accomplished wherever deployed.

Sycophant: Instantly agrees with any more senior manager or device. Waffles, mumbles, then hides when tough decisions need to be made.

Classic Seagull: Flies in late, makes lots of noise, excretes on everyone, takes off again. (Single-use excrement refill packs are \$29 each and mildly toxic.)

Imagine a World Bank Overflowing With Knowledge... The Dream Can Come True... If YOU Help!

Dear Indigenous Person,

Did you know that every night, thousands of World Bank staff go to bed without any knowledge? It's hard to understand when you're fortunate enough to live in a country where indigenous "free range" knowledge is so plentiful. But in Washington, D.C., our precious knowledge resources have been squandered. In fact, the average Bank staff person survives on less than **one decent idea a year!**

Won't you help? When someone from the World Bank comes to your village collecting indigenous knowledge, please give generously. You can make a difference!

Become a Knowledge Angel!

Donate three or more knowledge objects and you'll become a World Bank "Knowledge Angel." Knowledge Angels receive a picture of their very own knowledge-deprived Bank staff member. Your staff member will write to you once a month to tell you how he or she is using your knowledge. You'll also receive our full-color "KM - Making a Difference" bumper sticker absolutely free! Perfect for your SUV!

April 1

Dear George,

Thank you so much for sending me more of your knowledge. I used it at our sector retreat on poverty at the Four Seasons in New York City last week. On the way there we stopped in the Village. So much development since my last visit! Saks, Tiffanys! I hardly recognized it. Best of all, everyone loved my report on agricultural practices in your country. Who knows? I may get that sector leader promotion after all -- and the associated salary increase! Then I'll be able to visit the Village more often. Sorry to hear about the drought. Keep those knowledge objects coming!

*Your Knowledge Partner,
Elie*

WARNING: All donated knowledge becomes the exclusive property of the World Bank. Further use of this knowledge without the express written permission of The World Bank Group is a violation of international intellectual property laws and subject to prosecution under World Trade Organization Rule 87.03A. You can find out more about WTO 87.03A by sending for our full-color brochure *So You're Being Prosecuted By The World Bank Under WTO 87.03A* (\$6.99 plus shipping. Absolutely No Diners Club.)

YES! Make me a Knowledge Angel!
My knowledge should support:

☐ a man ☐ a woman ☐ a YP

Send your knowledge to:
The World Bank Knowledge Board
1818 H Street N.W.
Washington, D.C. 20433 USA

Sponsored by The Knowledge Board
"Separating People From Their
Knowledge Since 1997"

Note: please check here ☐ if you do not wish to support an economist.

THE WORLD BANK/IFC/MIGA

April 1, 2000

It is with great sadness that I must notify you of the unexpected passing of Staff Rule 4.01 on March 8, 2000 at Headquarters. The Rule was stricken suddenly while at work.

The Rule, a multinational, spent its entire professional career in service to the World Bank Group, joining in 1985. The Rule was assigned throughout its career to the various iterations of the Human Resources Vice Presidency.

The Rule served the community as a Leader for Cub Scout Troop 475 in Potomac, Md., was an active volunteer with the Washington Performing Arts Society, and cultivated award-winning blue hydrangea. Colleagues throughout the Bank Group will remember the Rule for its diligent loyalty to our mission, its strong sense of purpose, and its friendly smile.

4.01 is survived by the remaining provisions of the Staff Rules, to whom we extend our deepest sympathy. Burial arrangements will be private.

In lieu of flowers or contributions, staff are invited to attend a memorial service at The Exchange, Ltd., 1719 G Street N.W., Washington, D.C., on Saturday, April 1 from 11:30 a.m. until closing (cash bar).

Morallina George

Morallina F. George
Chairman
Staff Association



Announcements At Your Service Automotive Rental/Lease Merchandise Transportation Real Estate

Merchandise

	Title	Posted Date	Contact	Extension	Comments/Item Description
🔊	<u>1000 watt generator - Honda</u>	01/02/00	G. West	x30194	...
🔊	<u>500 cases dehydrated liver</u>	01/02/00	G. West	x30194	...
🔊	<u>800 rolls toilet paper – unused</u>	01/02/00	G. West	x30194	...
🔊	<u>Double barrel shotgun – 00 gauge</u>	01/02/00	G. West	x30194	...
🔊	<u>Doberman Pinschers – breeding pair</u>	01/02/00	G. West	x30194	...
🔊	<u>Army surplus bazooka</u>	01/02/00	G. West	x30194	...
🔊	<u>500 ton steel blast doors w/opener</u>	01/02/00	G. West	x30194	...
🔊	<u>Cyanide capsules (extra strength)</u>	01/02/00	G. West	x30194	...

MESABA AIRLINES

On behalf of our 34 employees, MESABA AIRLINES is proud to serve as the
World Bank Group's EXCLUSIVE air carrier!

Visit Lagos via Nina, Wisconsin, with a free stopover day on us! Tour the Kimberly-Clark factory during your layover and see how Pampers diapers are manufactured!

Travel to Santiago via Sioux Falls, Iowa — and don't miss the World's Largest Ball of String!

Arrange a 300-point spouse trip to Kathmandu — and spend a luxurious day together en route in lovely Owensboro, Kentucky, featuring a Super 8 Motel and Route 40's only Super Wal-Mart!

Enjoy our professionally reconditioned Saab 340, the best warm-weather short-haul turboprop still flying!

Our 7-seat heated minivan provides complimentary shuttle service every Monday between the greater Washington, D.C. area and our nearby Harrisburg, Pa., hub. (Pick-up is from the Point of Rocks, Md. MARC station.) And best of all, we will expand our service to Hagerstown, Md. in late 2002!

MESABA! As American as Apple Pie!
A Proud Travel Partner of the World Bank Group Since 2000.

MESABA was capitalized with a \$36,000 grant from the World Bank Development Marketplace. Total assets as of April 1, 2000 are \$53,295. Mesaba will take you anywhere we fly, but we WON'T take Diners Club. Mesaba is not affiliated with Saab/Scania, Sabena Airlines, the Mossad, cassava plants or casaba melons.



ENCOUNTERING A RIOT

Medical Information from the Joint Bank/Fund Health Services Department

The forthcoming Ruckus disruption of the Spring meetings presents just one of the many challenges that face Bank Group staff. In this day and age, you never know what awaits you at the office, on mission, or even on home leave. And even if a riot occurs at 19th & H Streets NW in Washington, D.C., professional medical assistance may be unavailable due to the confusion and mayhem that follow.

If you find yourself in a riot, the Joint Bank/Fund Health Services Department suggests that you keep these simple instructions in mind to stay healthy.

1. A Bank-issue Dell Latitude computer can function as an emergency face shield -- but remember to replicate Notes first. Simply open the laptop and place it over your head as protection from projectiles and rubber bullets. Place the screen in front of your face and your fingers on the keyboard so you can scroll through unread mail as you walk.
2. When looting Starbucks, always use clean paper cups for your stolen coffee. This reduces the chances of diarrhea. Also, watch out for broken glass in your croissants. Chew any looted food slowly and completely before swallowing. As always, take a brisk walk after a meal to aid digestion.
3. Always carry a Joint Bank/Fund Health Services Department Travel Kit. The kit contains a bottle of special *Joint Bank/Fund Health Services Department Tear Gas Mitigation Solution®*. If you encounter tear gas, quickly open the bottle and pour the contents onto a hankerchief. Place the hankerchief over your nose and mouth, and breathe normally. If you don't have your travel kit at hand, use urine. Conversely, if you ever find yourself in need of urine, you can use your bottle of *Joint Bank/Fund Health Services Department Tear Gas Mitigation Solution®*.
4. Do not underestimate the danger of a riot. Thus, prior to venturing outside, always complete your month-to-date time recording on Notes, and submit it to SAP. Riots often result in head injuries, which in turn can cause amnesia. Making sure your timesheet is current will allow CRM to normalize your timesheet while you recover in the hospital.
5. Do not identify with the rioters. This is especially important for the planned April 16-17 demonstrations at the Spring Meetings. Most of the demonstrators have pierced navels or tongues, and piercing can lead to infection if performed without proper sterilization.

The Joint Bank/Fund Health Services Department reminds you to be careful.

The New "Direct Report" 360-degree Feedback Form

Client Responsiveness

1. Lowers head when entering room in which I am sitting.
2. Crawls on all fours from the door to the place I sit.
3. Polishes my shoes before raising either body or eyes.
4. Kisses my ring upon getting up.

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Planning and Managing Staff to Achieve Quality Results

5. Picks staff who exhibit the above (Questions 1-4) behaviors.
6. Seeks and uses the collaboration of those who will say "yes."

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Encouraging Innovation and an Open, Team-based Environment

7. Finds creative ways to bury unpopular ideas.
8. Capable of effectively leveraging SAP tools to maximize charges while by-passing manager approval.

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Inspiring Trust

9. Listens to me and ignores everybody else.
10. Can be counted on to use long-standing code words in performance evaluations to signal his/her true feelings to colleagues without exposing Bank to risk of disgruntled employees.

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Drive For Results

11. Knows how to convince the board about "outcomes without lending."
12. Allocates blame effectively.

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Integrity

13. Is reliable -- hires Part I men.
14. Avoids conflict with higher level management or staff.

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N
- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Knowledge Management

15. Thinks the development business started the day I got here.

Performance

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N

Additional Feedback (Each response is limited to 150 words)

Examples of behaviors demonstrated by my colleague which I see as a particular STRENGTH

Examples of behaviors demonstrated by my colleague which I see as areas in need of particular IMPROVEMENT:

Submit Feedback