



Make **Excellence** . . .

. . . a **Habit.**

### 7 Habits of IT Excellence

- **Build** Trust
- **Create** a Proactive Culture
- **Understand** the Company's Business
- **Align** with the Company's Goals and Objectives
- **Lead** People – Manage Things
- **Adapt** to Change
- **Embrace** a Passion for Learning & Improvement

*"Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall."*

Stephen R. Covey

### Services

- Assessments and Gap Analysis
- Strategy Development
- Process Improvement - Design and Implementation
- Template – Design and Implementation
- Measurement Design and Implementation
- Training Program Development
- Mentoring

### Areas of Focus

- Key People Talent and Skills
- Leadership Talent and Skills
- Performance Feedback Process and Measurement
  - Policies/procedures
  - Evaluation criteria and documentation (templates)
  - Evaluation delivery
  - 360 evaluation process
- Recruiting Process and Measurement
  - Sourcing process (internal, external, contract, college)
  - Interview process
  - Interview skills
  - College recruiting programs
- Retention Process and Measurement
  - Job descriptions
  - Career/promotion programs
  - Compensation process

### Improvement Value

- Faster Throughput (projects, releases, services and processes)
- Less Cost, More Predictive (operational, capital and unit costs)
- Better Quality (product, software, systems, processes and service)
- More Agile
- Better Risk Management
- More Capacity (w/o more people resources)
- Better Place to Work