



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