

## DELIVERING ORGANIZATION'S GOALS

### • LEADERSHIP OUTCOMES

#### • Establishing Direction

##### • Thinking

- Customer understanding
- Strategic thinking
- Innovation
- Forward thinking

#### • Build Commitment

##### • Influencing

- Strategic influencing
- Relationship building
- Interpersonal Awareness
- Developing others

#### • Delivers Outcomes

##### • Achieving

- Results focused
- Concern for excellence
- Critical information seeking

### • LEADERSHIP BEHAVIOR

#### • Modeling

##### • Self Managing

- Independence
- Tenacity
- Flexibility
- Self development

ITIL	Strategy	Design	Transition	Operations	CSI
PMP	Initiation	Planning	Executing	Controlling	Closing
Integration	✓	✓	✓	✓	✓
Scope	✓	✓	✓	✓	✓
Time	✓	✓	✓	✓	✓
Cost	✓	✓	✓	✓	✓
Quality	✓	✓	✓	✓	✓
Human resources		✓	✓	✓	
Communications		✓	✓	✓	✓
Risk	✓	✓	✓	✓	✓
Procurement		✓	✓	✓	