

**Mission**  
 is to create robust, flexible, scalable and cost effective information system solutions,  
 which can be leveraged by business units to meet business objectives  
 and attain or exceed customer expectations.

- Strategic Planning
- Breadth of business knowledge
- Communication/Listen at all levels
- Ability to understand business issues and develop solutions
- Benchmarking
- Competitive & Customer analysis

**Business Skills**



**IT Management  
 John Sommer**

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- Customer service process
- Committment
- Training
- Feedback

**Customer Service**



**Management Skills**



- Financial
- People
- Projects
  - Planning
  - Scope Management
  - Task Management
  - Resource Management
  - Risk Management
  - Change Management
  - Matrix Management
- Supplier Management
- Vision
  - Creativity
- Quality
- Resource and Process Management

**IT Skills**



- Design
  - Analytical - Problem solving
  - Implementation
  - System Support
- Systems
  - Business Solutions
    - Process Improvement
    - Re-Engineering
    - Integration
- IT Concepts
- Infrastructure
- Software Development
- Vision