



DTI PROFESSIONAL CONTEXT

GUIDING FRAMEWORK

Do right

Respect

Excel

Challenge the assumptions

Untether

FOCUS POINTS

We will be necessary because we are valuable,
not valuable because we are necessary.

We will feel the pain before our customers do.

What CAN we do?

PERSPECTIVE

We don't support cables or servers or laptops or software.
We support people. We support you.

LEAD & MANAGE VERSUS CONTROL

Control is expensive, inhibiting, and often either destroys
or leads to failure. Leadership and management are invest-
ments that enable, foster, and allow growth.

CONTEXT GATHERING

- Dream
- Hope
- Expect
- Require