

**THE AMERICA AND DUBAI JOURNEY
OF DREAMERS OF HOPE AND LIBERTY
OF EXCELLENCE AND IDENTITY
BY: ELBATJI* YASMINE* AMAL*
EXECUTIVE COACH AND PROBLEM SOLVER,
FACILITATOR AND MEDIATOR**





Mission done :

*The Flag of my Lovely America**

put in the 7 Skies near to God

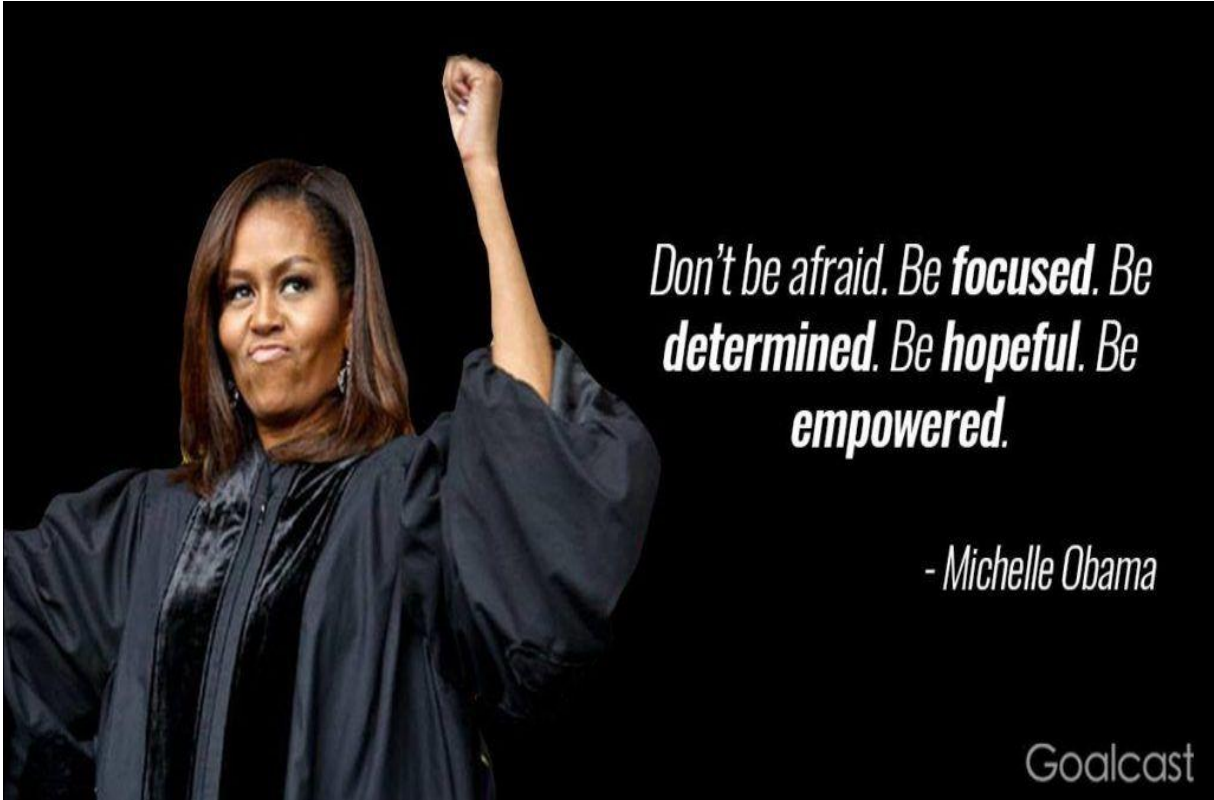
God bless my lovely America of Heaven*

EMOTIONAL INTELLIGENCE AND SHARING ADVICES AS OIL TO THE LAMPS TO SPREAD WISDOM AND KNOWLEDGE AND LIGHT FOR A HAPPY WORLD 😊



Yasmine Amal Elbatji

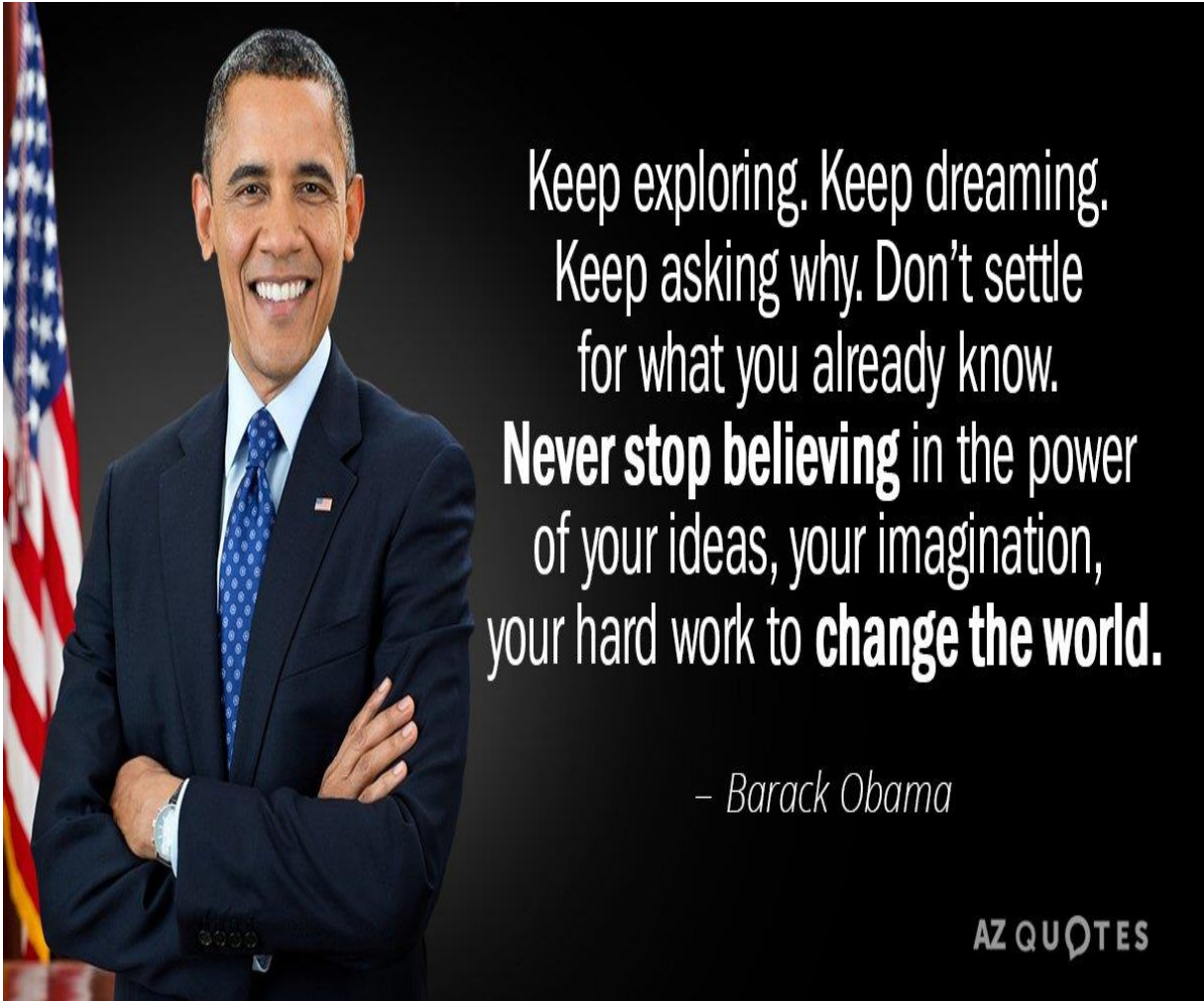




*Don't be afraid. Be **focused**. Be **determined**. Be **hopeful**. Be **empowered**.*

- Michelle Obama

Goalcast



Keep exploring. Keep dreaming.
Keep asking why. Don't settle
for what you already know.
Never stop believing in the power
of your ideas, your imagination,
your hard work to **change the world**.

- Barack Obama

AZ QUOTES



As a reference: All pictures are from Facebook and Google.

**Many thanks to Mark Zuckerberg for his great work of being the
Founder and the Creator Maker of Facebook: HARVARD
ALUMNI**

**AND HAVING HARVARD DIVINITY SCHOOL PROJECT
OF LIBERTY.**



Synthesis

1. Professional Development

Tools

(The skills expected
of the Project manager)

2. Project Plan Process

3. Synthesis of the Lamp Thesis of Excellence

4. Hints of Quality of Service

and Excellence

Of the America and Dubai Dreamers of Hope

5. Future work of Preparation of Certification ITIL v4



“
The greatest gift
is the ability to
forget - to forget
the bad things and
focus on the good.

JOE BIDEN



"I, MICHELLE OBAMA, AT THIS STAGE IN MY LIFE, HAVE BEEN AT EVERY, MAJOR IMPORTANT TABLE THAT IS IMPORTANT TO BE IN. I HAVE BEEN AT LAW FIRMS. I HAVE BEEN WORKING AT THE STATE LEVEL WITH MAYORS, WITH GOVERNORS. I'VE WORKED WITH HEADS OF NONPROFITS. I'VE WORKED IN C-SUITES. I'VE GONE TO G SUMMITS. I'VE SAT AT STATE DINNERS. I'VE BEEN TO PALACES. I'VE BEEN TO EVERY TABLE YOU CAN IMAGINE, AND LET ME TELL YOU, YOU ARE SMART ENOUGH TO BE THERE."

MICHELLE OBAMA

FORMER FIRST LADY



The American Great Minds Glory



Jasmin Amal (The Tree of Life)

Certificate of Professional Development

This Certificate of Professional Development is awarded to

Yasmine Amal Elbatji

*for attendance at
Formative Assessment for Reflective Practice
February, 2021*

Training session hours: 1.5



Kathleen Eagen
Counselor for Public Affairs
U.S. Embassy Morocco



Nicole Thompson
Division Director, Teacher Preparation
HEP-Morocco Principal investigator



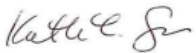
Certificate of Professional Development

This Certificate of Professional Development is awarded to

Yasmine Amal Elbatji

*for attendance at
Summative Assessment Webinar
March 17, 2021*

Training session hours: 1.5



Kathleen Eagen
Counselor for Public Affairs
U.S. Embassy Morocco



Nicole Thompson
Division Director, Teacher Preparation
HEP-Morocco Principal investigator



This Certificate of Professional Development is awarded to

Yasmine Amal Elbatji

for attendance at
Stories from the Field
on May 19, 2021

Training session hours: 1.5



Kathleen Eagen
Counselor for Public Affairs
U.S. Embassy Morocco




U.S. Embassy Rabat



Nicole Thompson
Division Director, Teacher Preparation
HEP-Morocco Principal investigator


ASU Mary Lou Fulton
Teachers College
Arizona State University

Activer Window
Accédez aux param



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Recherche rapide

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Filtres de recherche

Compte du lecteur

Numéro de lecteur:

Mot de passe:

Trier par Pas de tri

Ascendant Descendant

Accès aux recherches personnelles

Votre recherche : Catalogue BNRH - Partout: elbatji amal

Notices 1 à 2 sur 2

1 Nbre disponible : 0

Complet
Exemplaires (4)
MARC
Ajouter au caddie

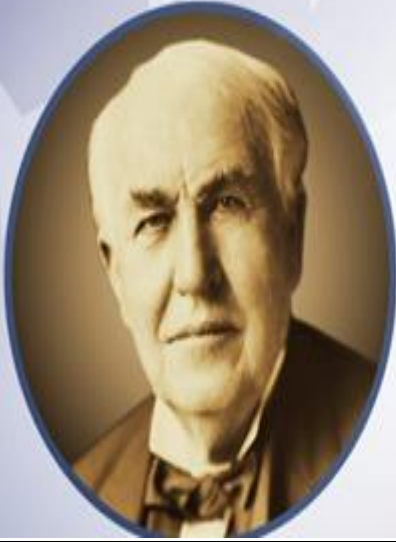
Auteur Elbatji , Yasmine Amal
Titre Second white book of love, peace, tolerance, mercy, change, and life legacy : truth and Knowledge quest journey
Editeur [S.l.] : [s.n.] , 2019

2 Nbre disponible : 0

Complet
Exemplaires (4)
MARC
Ajouter au caddie

Auteur ElBatji , Yasmine Amal
Titre White book of love and peace and tolerance and mercy legacy
Editeur [S.l.] : [s.n.] , 2019

AMERICAN ICONS



THOMAS
EDISON



Excellence of Academy of USA* Force

As Always



Collaborative Approach of Excellence



*The Ball is always with
my lovely America of Heaven 😊*

Beautiful warrior

Queen 👑💖



God is Faithful 😊



Mohammed 5:
The Genius King of Clairvoyance
And Modernity of Islam



***Hassan 2: The Genius King
and His Memory of Excellence***



THE VISION OF LINCOLN*
OF LOVELY GREAT AMERICA*
OF LIBERTY AND THE LEGEND STAR 😊



Excellence and Identity

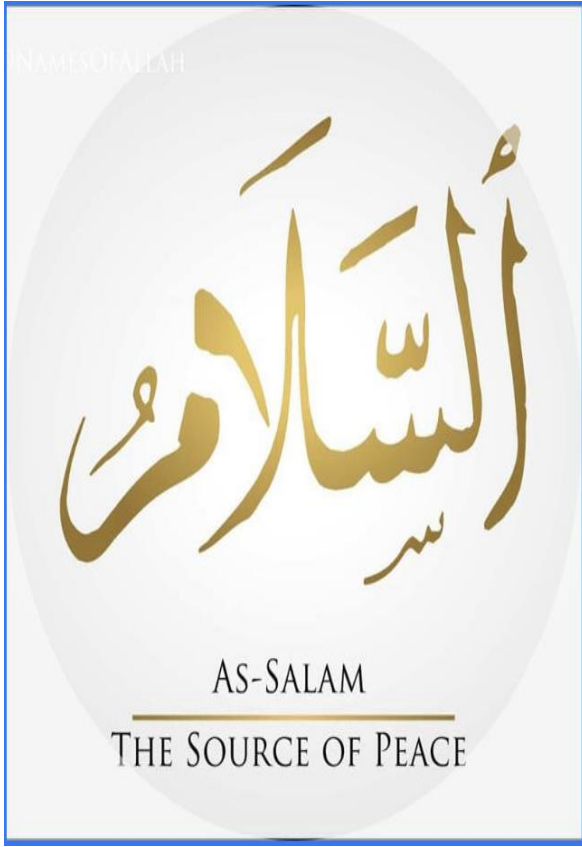
Vision of Excellence



Green Sustainability scope
And Leadership of Excellence



Branding in Gold Bahrain* and Gold Dubai*



God is the source of Peace and Love

God Passover of Happiness 😊



WCNC 2004: 2004 IEEE Wireless Communications and Networking Conference : Broadband Wireless--the Time is Now : 21-25 March, 2004, Atlanta, GA, USA, Georgia World Congress Center



IEEE Communications Society Staff

IEEE, 2004 - 2814 pages



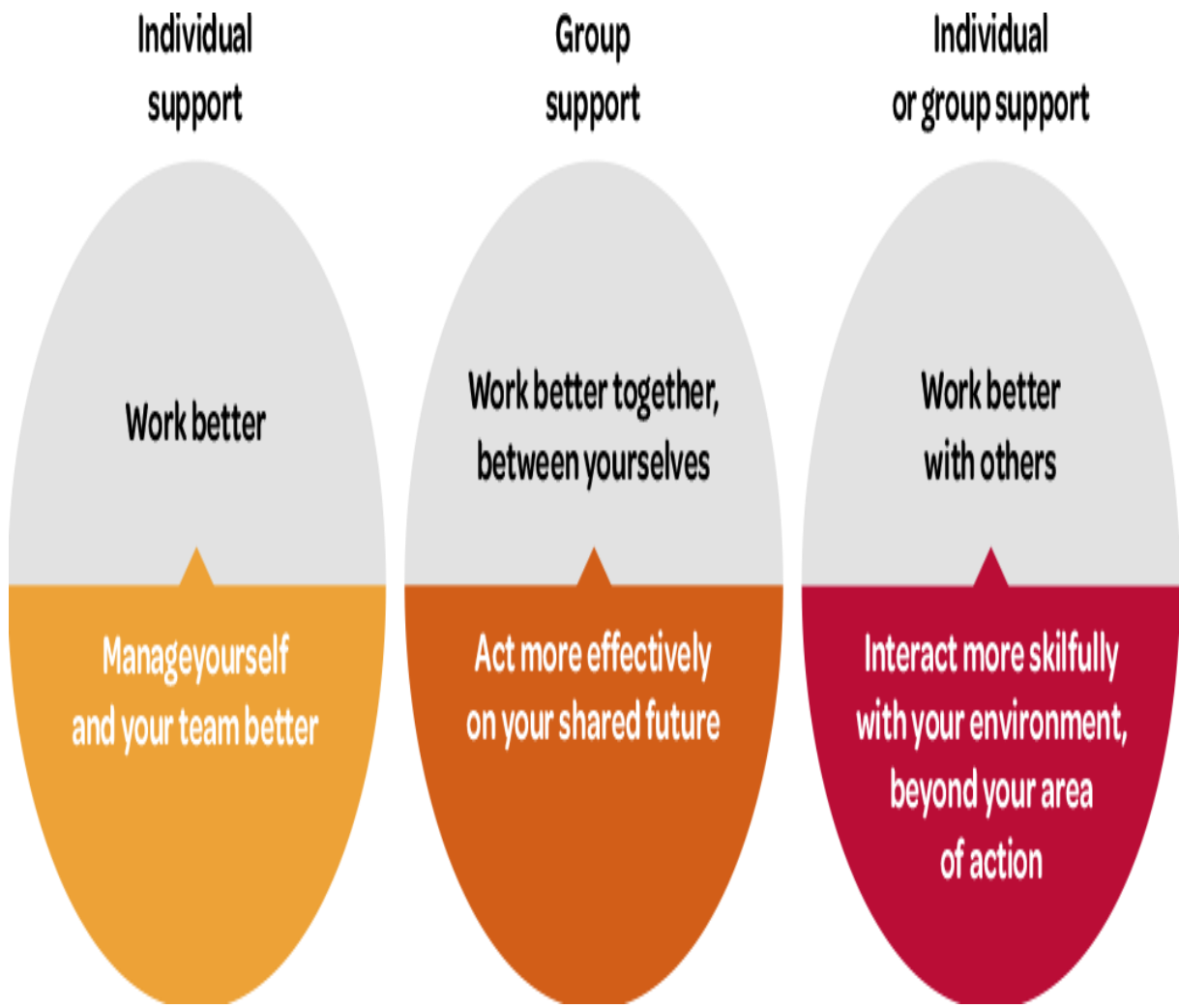
0 Avis

IEEE Outstanding Master Thesis

in my lovely Great America*

In Atlanta* 😊





Teambuilding and Collective intelligence

of oil to the lamps on 😊





Branding Star* Legend

of Excellence and Identity
and Gaining International Recognition
of Excellent credentials

ALMANARA* OF HAPPINESS

OF THE WORLD ☺



**HAPPY
EARTH
DAY!**

CREE ⇄



Branding of the Portfolio Vision
of Wisdom in Gold Bahrain*
in Gold Dubai*and Gold Saudi Arabia*





This book is about Dreamers of Hope

Of Going Green of Director Schema of Strategy of Digital Transformation

Of Coaching Service:

- *Excellent Credentials and Excellent Methodology of ISO 9001
- *Become a Reference of wisdom and a Pole of Excellence vision
- *Become Executive Coach, Problem solver, Facilitator and Mediator

****Collective Intelligence (Lamps On)***

- *Excellent Networking and referenced relations and Benchmark and Branding of Excellence
- *Conformity to good practices and Improve our indicators of performance (KPI)
- *Comply with the strategy of a green project for Quality of Service and Green Tourism and comply with ISO 14001 triple credentials (quality, security and environmental)
 - *Improve our resilience and acceptance of others
 - *Share our knowledge, wisdom and revelation and identify expectations
 - *Set Goals, Ambitions and Motivations
 - *Perseverance, Endurance and Determination
 - *Project management expertise and Distinction
 - *Promote the coaching and e-learning service
 - *Improve our IT Maturity
 - *Self-direct and Develop and share our talents
 - *Become an influencer and Know the novelties of new technologies
 - *Manage relations well and Use our talents
- *Communicate clearly with Eloquence, Clear and wise public presentations



THE HEROES KIDS
OF THE LEGEND OBAMA*



PERSEVERANCE

"No matter how difficult the goal, triumph of will power over weakness will gain success"





My Sweetheart Husband

*Hamdan Al Maktoum love and mercy
towards everyone ☺*

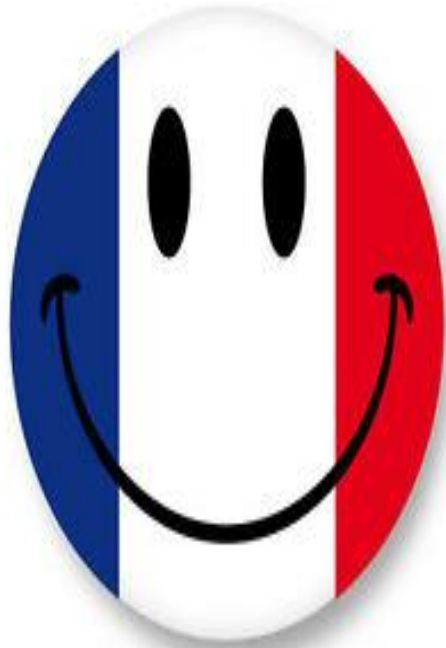


EVERYTHING IS GOD GRACE :
MY HOLY MARRIAGE WITH
HAMDAN* ALMAKTOUM*

In 2019 ☺

TO BE THE POLICY
OF EXCELLENCE OF THE LEGEND
: MICHELLE OBAMA**





Legacy of Thomas Edison**

Trials and Hope

to Switch on the lamp

for Light Environment ☺

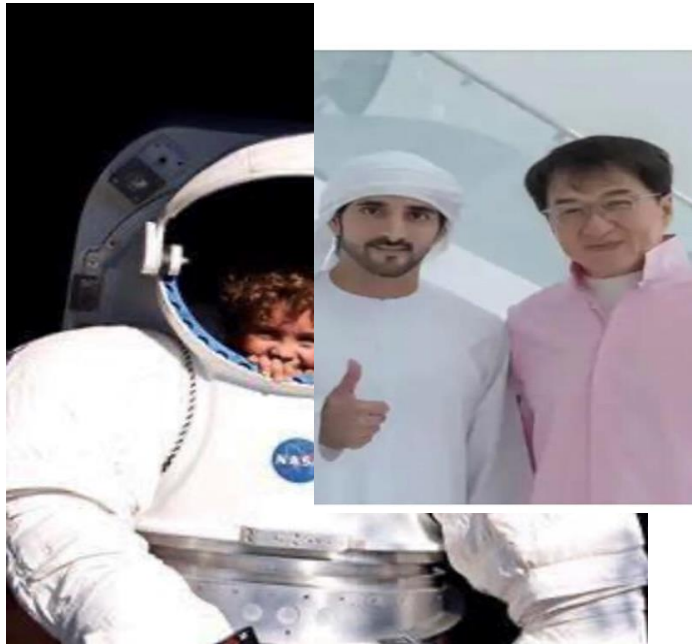
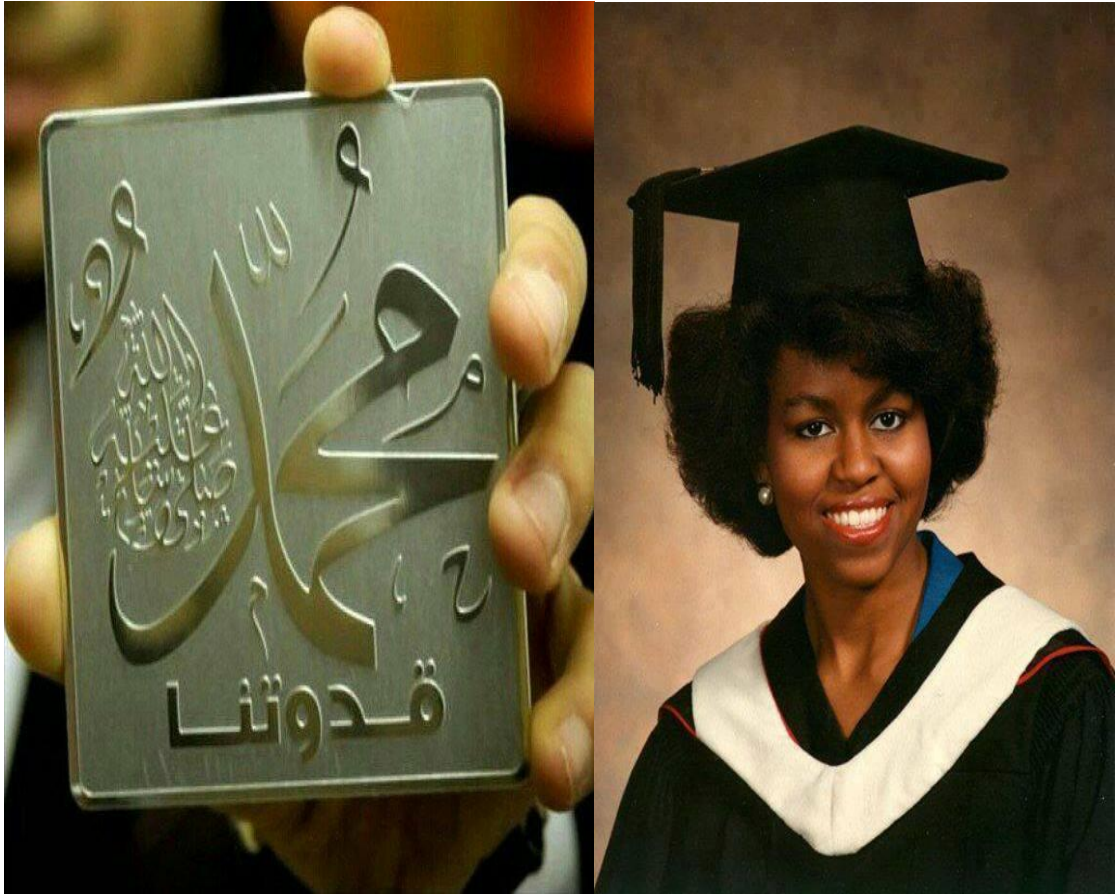
**GOLD DUBAI* ROADMAP OF LIGHT
AND QUEST OF KNOWLEDGE**

(ALBAYANE*)





ALHORA* PIANO THESIS
OF E-LEARNING AND WISDOM
THE LEGEND HILLARY*
ACHIEVING THE VISION
OF EXCELLENT CREDENTIALS



THE AMERICAN DREAM OF HOPE AND GOD BLESSING ☺



AUDACITY OF HOPE
IN GOD INFINITE GRACE ©



Harvard* Excellence and Identity



Changing the World to the better
and to Happiness ☺

1. Professional Development

Tools

(The skills expected of the Project manager)





After having written 2 books about Tolerance, Wisdom Change and Life, I would like to share other creative ideas about Leadership and Women Empowerment to have a better world with more light.

Towards God Kingdom of Light
and Passover of Happiness ﴿﴾
God is Omega and Alpha ﴿﴾



We need the following advices to *our Roadmap of light to try to get to the keys of God Kingdom of Light, Passover and Justice:*

- Reaching our potential
- Improving our energy, our responsibility, our quality, continuous evaluation and having better Excellent Credentials
- Investing in improving our performance
- Managing with real stories (storytelling)
- Structuring our strategy, having a positive impact, and influencing our team to move forward
- Thinking like a creative leader
- Understanding how others think



Having a sense of creativity

- Having a creative process and a spirit of initiative
- Improving our skills and performance indicators
- Getting into leadership

- Reaching our potential
- Wealth of ideas
- Supporting others
- Having good relations
- Avoiding risks
- Strengthening our leadership identity of Excellence
- Improving and evaluating a strategic plan
- Importance of resources
- Having an effective strategy
- The development of talents and skills through self-training.



Collaborative approach

And Visibility of the approach

Vision of Excellence

- The coaching culture
- Having a spirit of creativity

- Leading without formal authority
- Learning tips and soft skills from mentors
- Positioning ourselves as Team Leaders
- Leading in tough times
- Listening carefully
- Having a warm Hospitality and be smiling
- Honoring our commitments
- Increasing efficiency
- Adapting to change for the better
- Having a digital strategy
- Improving professional development
- Investing in talents of the whole team
- inspiration, motivation, and leadership
- Self-direct
- Having a successful business and a motivated team
- Effective leadership
- Helping in decision making
- Having the spirit of challenge
- Communicating with empathy to communicate better
- Setting up our team
- Conquering and winning followers

Customer focus and loyalty

and integrity

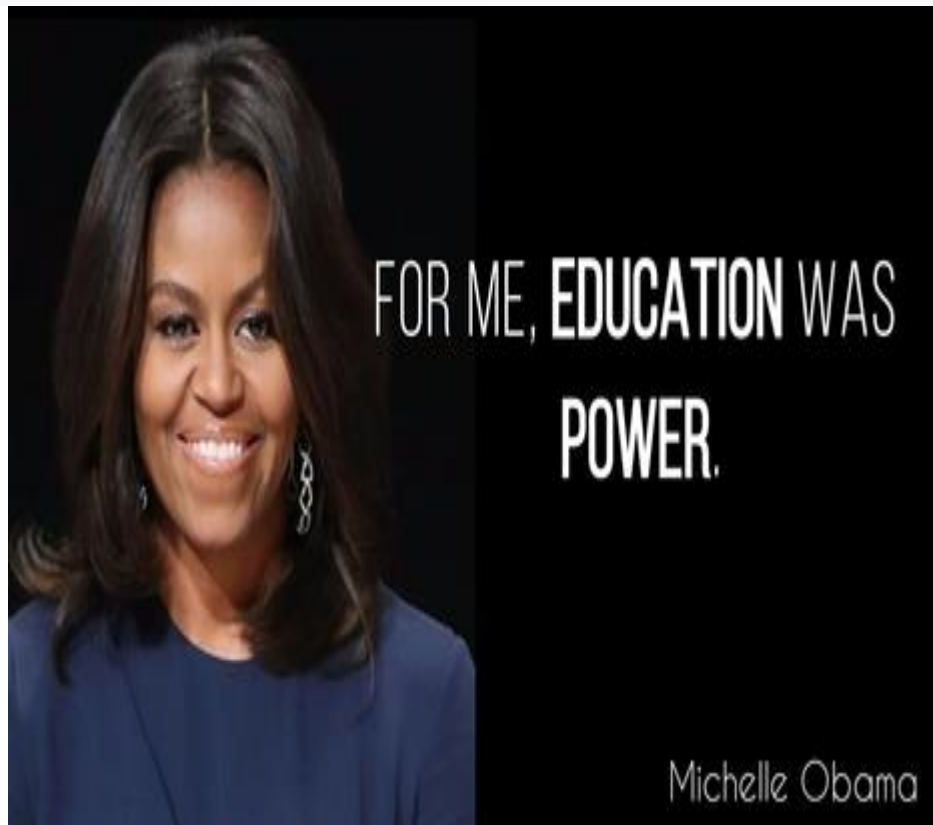
- Having a spirit of reflection, communication, and action.
- Thinking like a leader
- Course design
- Writing an activity report
- Communicating with diplomacy and tact
- Having a good know-how
- Being flexible and having more commitment
- Excelling in public speaking



****Becoming experts in leadership***

- Having mentors to improve our skills
- Knowing how to lead with diplomacy and tact during a period of crisis
- Managing stress to avoid burnout and for positive change
- Having the necessary tools for change and renewal

- Rising to the challenge
- Focusing to Excel
- Taking responsibility for change to the best
- Using storytelling to Excel



Having a spirit of Entrepreneurship, Modernization and Civilization

- Identifying our potentials and our assets
- Being risk takers
- Having ambition and a commitment to move forward
- Learning strategic agility
- Defining an efficient and agile process for change
- Stimulating change and achieving our goals *

- Rewarding innovation
- Being human, becoming agile and accessible
- An efficient and digital marketing team
- Developing our skills and responsibilities



Creating a business plan

for a new project

of a Green Tourism

and Quality of service

- Being optimistic

- Studying and avoiding risks (study of contingencies)
- Defining our activities, our missions and our objectives

Defining our service of Coaching
and creating a digital environment
for social and economic transition
towards Green environment

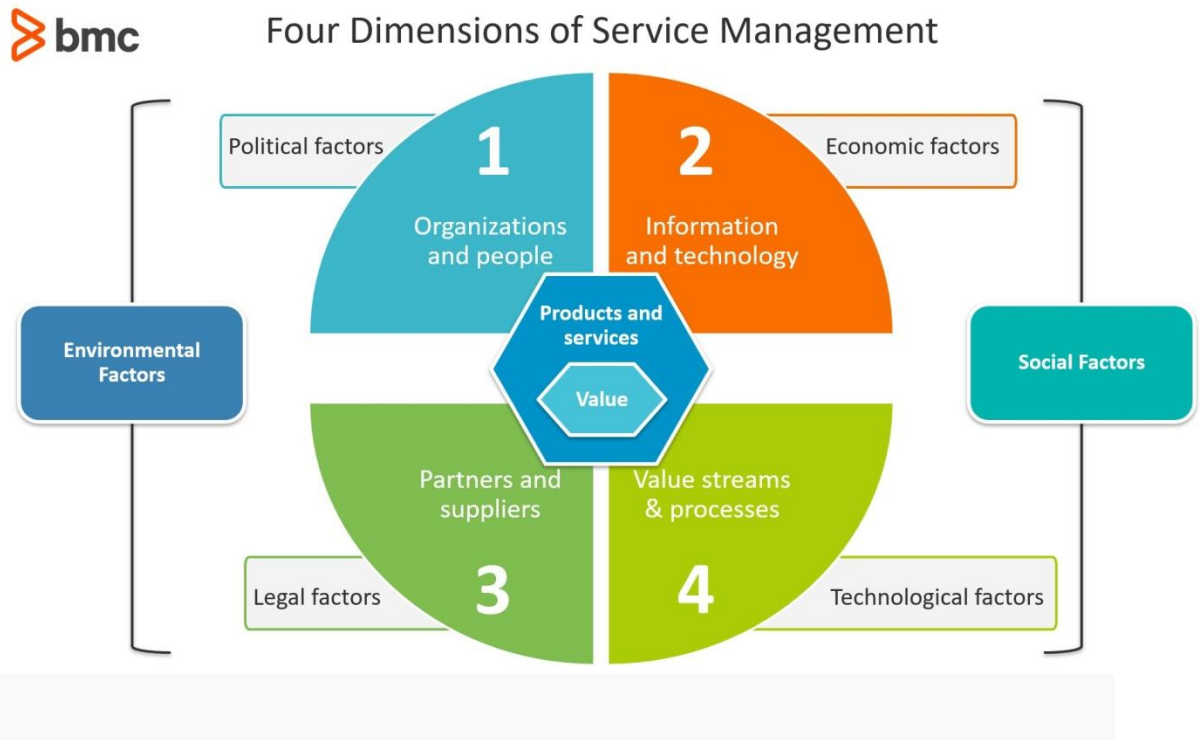
- Developing a financial projection and a market study
- Working on the motivation of the team for a thriving vision
- Working our professional development
- Ambition, passion and commitment to the vision
- Going high and discussing creative ideas
- Developing and sharing our talents with others



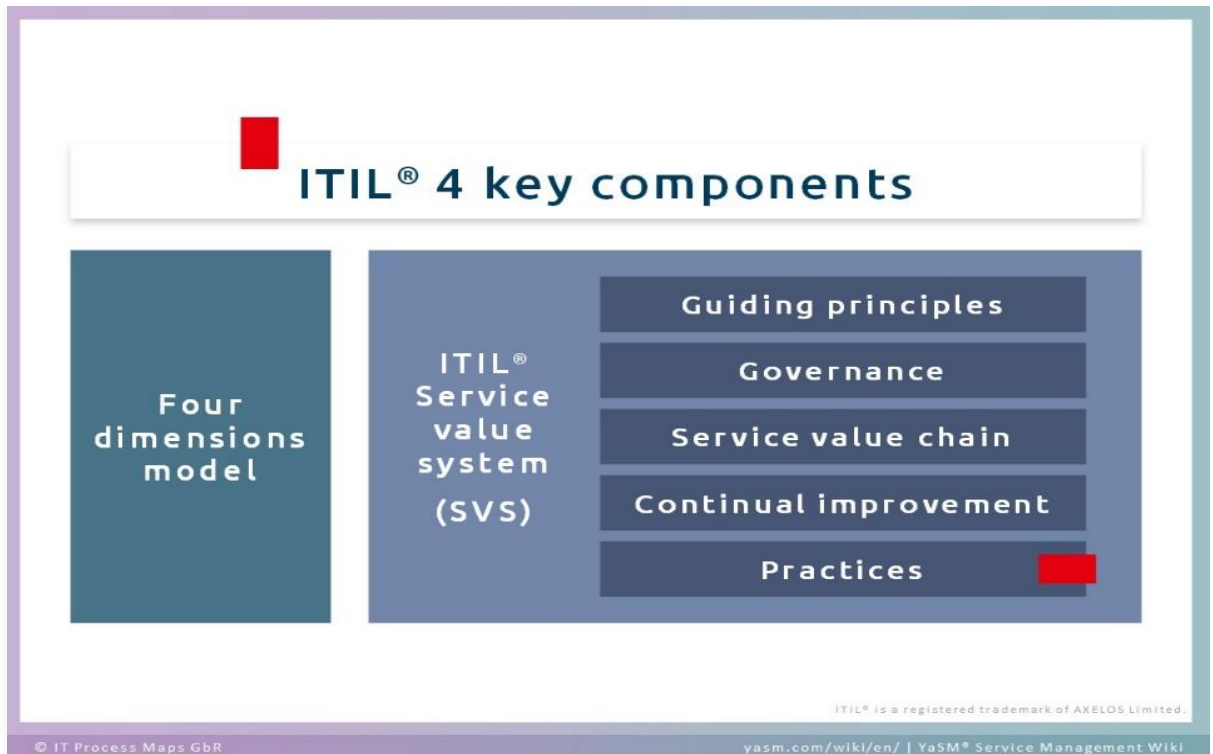
Doing honorable work and being humble

and brave as Holy Water

- Strengthening our skills
- Maximizing our potential
- Solving problems by being brave and honorable
- Achieving Excellence and the identity of a brave person
- Being fulfilled and passionate about our vision
- Engaging in other activities such as sports and entertainment
- Successful businesses by moving forward
- Turning stress into opportunity
- Reconciling several roles as a creative leader (several hats: visionary leader, coach, motivator, ambassador, expert, and actor of change)
- A balance between the different roles
- Boosting our career and improving our skills
- Managing time well for each role
- Sharing our knowledge and having a good impact
- Creating a culture of strategy execution and achieving excellence
- Granting rewards and bonuses
- Overcoming the challenges of Endurance* and Perseverance*
- Advancing in our projects, developing new skills and Creating authentic leadership



- Being a chain of project managers who renew their skills every day to improve the result and the quality of service
- Innovation and a spirit of creativity
- Optimization of our skills and efficiency
- Breathing, moving forward and succeeding
- Improving the quality process
- Having Leadership certifications
- An agile approach and noble values
- Self-training as Designer and Mediator
- Quality and Leadership profile
- E-learning and web-marketing
- Speaking with confidence and serenity



Continual Improvement

- Knowledge of the audience
- Following the good practices of CMMI
- Creating wealth of ideas
- Listening carefully and speaking clearly
- Learning the tips of Office 365
- Managing conflicts through mediation and arbitration
- Problem resolution
- Being authentic and unique
- Identifying our strengths and skills
- Perfecting our professional values

Preparing the certification ITILv4

ITIL® 4 vs. ITIL V3		
ITIL 4 management practices	Related ITIL V3 processes	Notes: ITIL 4 vs. ITIL V3 (ITIL 2011) – the differences
1 General management practices		
Architecture management	- -/-	- ITIL V3 includes an introduction to enterprise architecture management in the service strategy publication.
Continual improvement	- The seven-step improvement process	- Continual improvement in ITIL 4 is about ongoing improvement of the organization's services, practices and all other elements required for the provision of services. - In ITIL V3, "Continual service improvement (CSI)" is the fifth stage of the service lifecycle. The ITIL V3 CSI publication describes CSI principles, methods and techniques and specifies one CSI process: The "seven-step improvement process". - ITIL 4 advises that organizations use a continual improvement register (CRI) to manage their improvement ideas. This corresponds to the CSI register used in ITIL V3, and also to the service improvement plan (SIP).
Information security management	- Information security management - Access management	- One aspect of this ITIL 4 practice is identity and access management, which corresponds to the ITIL V3 process of access management.
Knowledge management	- Knowledge management	-/-
Measurement and reporting	- -/-	- ITIL V3 does not define a measurement and reporting process, but measurement and reporting are key activities in several ITIL V3 processes, such as service level management and the seven-step improvement process.
Organizational change management	- -/-	- Organizational change management (OCM) is a set of management techniques and capabilities rather than a process. - OCM addresses the human side of changes and is different from the ITIL V3 process of change management (which aims to minimize risk from changes to the operating environment).

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ITIL® is a registered trade mark of AXELOS Limited.

From the YaSM Service Management Wiki:
yasm.com/wiki/en/

Creating our project portfolio

and a Dashboard of our activities on LinkedIn

- Becoming a Business Analyst and identifying opportunities and self-training on office 365
- Ranking our priorities in order
- Following the good practices and ISO international standards
- Developing our expertise
- Creating added value

Improving our communication techniques



- improving our memory to develop our intelligence and our talents
- improving our performance and our IS maturity
- Knowledge transfer and sharing with others
- Pleasant interpersonal skills (Empathy, connection, Listening, communication, consolidation of relations, and performance)
- Having a good impact on others
- Having technical and interpersonal skills
- The foundations of Business Analysis is understanding business needs.
- Data collection
- Extracting information and complying with requirements

- Prioritizing information
- ***Making a CMMI Maturity Diagnosis***
- Developing our expertise in Project Management
- Creating added value
- Becoming a reference and a pole of Excellence
- Accelerating digital transformation
- Sustainable change
- Gaining in Leadership
- Strengthening our talents and strengths to score points, make progress and succeed in our projects.
- Broadening our perspectives and having a long-term vision
- Using Emotional Intelligence and being ambitious to move forward and light the lights.
- Extending our network
- Improving the quality of service of our results and adapt to change
- Self-esteem
- Self-confidence
- The right attitude and passion for work
- Will and commitment motivation and avoid risks
- Establishing a culture of performance and knowledge sharing
- Planning our projects and succeeding in our businesses
- Discovering Data Science and managing our data like a Data Analyst.



- Developing the creativity of the team
- Cultivating empathy and design thinking
- Modernizing our work
- Improving our talents and expertise
- Having the working tools and soft skills needed
- Being at the forefront of Innovation
- Investing in continuous training, innovating and succeeding
- Data analysis with advanced Business Intelligence
- Understanding new technologies like Data science, Machine learning and Artificial Intelligence
- Having the tools and techniques



Following good practices
and having the Benchmark of Excellence
and the Branding of our service





THE FLAG OF GOLD EMIRATES*

ALWAYS UP IN THE 7TH SKY 😊



THE WINNER AS ALWAYS IS MY SWEETHEART
HUSBAND
HAMDAN* ALMAKTOUM*
THE GLORY OF GOD 😊

Capital Finance International

cfi.co

AS WORLD ECONOMIES CONVERGE



Spring 2020
63.95 / 64.95 / \$15.95



Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai:

SMART CITY PRINCE

**ALSO IN THIS ISSUE // NASDAQ: ESG DELIVERY AND MARKET DISTRUST // UNCDF: GAME-CHANGING FINANCE
OECD: PRIVATE FINANCE TO REALISE SDGs // ROCHE: FINANCING HEALTH SYSTEMS
IFC: UKRAINE'S ECONOMY // HARVARD BUSINESS SCHOOL: IMPACT-WEIGHTED ACCOUNTS**

GOD IS THE MOST FAITHFUL
TO MY OFFICIAL HUSBAND
HAMDAN* ALMAKTOUM* 😊



GOD IS THE MASTER OF THE UNIVERSE
MAKING THE GLORY OF MY HUSBAND
HAMDAN* ALMAKTOUM* 😊

***Identifying our mission added value**

of Excellence and Identity

***Mastering languages**
and following good practices

***Building our strategy**

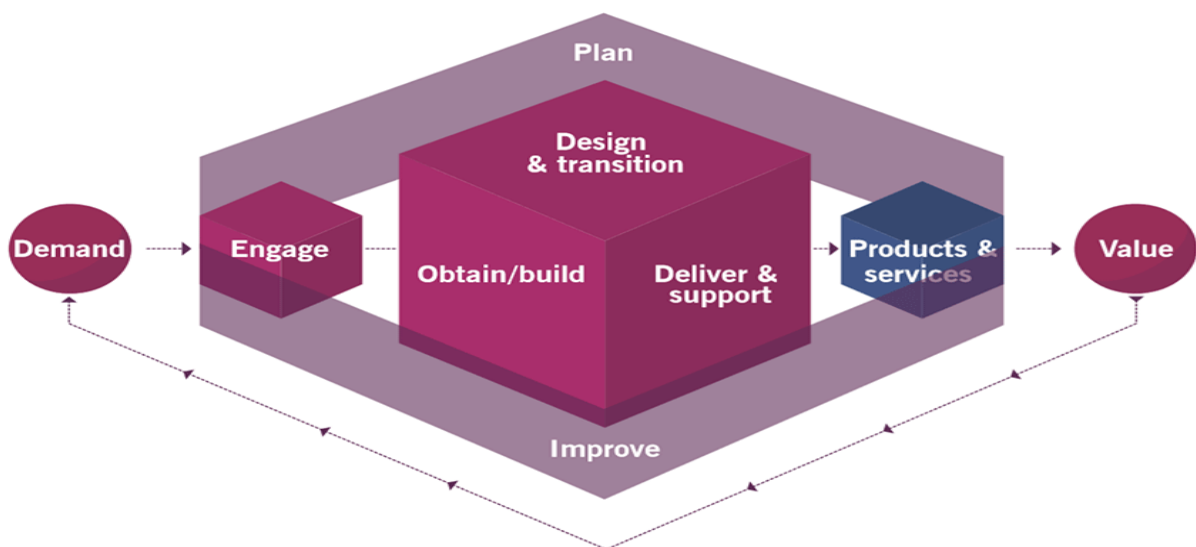
of Light and Excellence

***Branding and Benchmark**
of the strategy



Needing a market study for a clear vision
of the market and permanent monitoring

- Knowing our place in the market is the foundation of competitive analysis marketing
- Detecting the strategic axes of our strategy development
- Offering a good service
- Understanding NLP (Neuro Linguistic Programming) to improve communication
- Writing a business case (structure the business case, define the problem, present your idea, and highlight its advantages)
- Evaluating risks and opportunities
- Implementing the plan and strategy
- Measuring the results
- Emotional commitment for success
- Involvement of the team in the work
- Developing our professional image



Creating value ITILv4

- Making the transition and excelling at success
- Developing our career strategy

- Perfecting our skills
- Mastery and an effective state of mind
- Boosting our career positively by adapting to change
- Analyzing data using Big data
- Graphically represent the Business Model *
- Testing our marketing ideas and excelling at our goals
- Improving ideas according to market reality
- Reducing and avoiding risks
- Quality Communication
- Working on our Eloquence with followers of our coaching website
- Staying tuned to the market



And the winner as always is Hillary 😊*

with my sweetheart husband Hamdan AlMaktoum* 😊*

- Community management
- Report useful information
- Taking notes and being attentive
- Teamwork and Teambuilding

- Developing collaboration
- Triple constraint (cost, quality, and time)
- Adjusting our goals to the changing environment
- Improving interpersonal communication
- Removing obstacles and achieve goals
- Making a positive change in our career
- Making a speech and captivating our audience
- Having oral fluency and active listening
- Convincing with a rational message
- Communicating with confidence
- Quality and authenticity
- Developing the creativity of the team
- Creativity is a necessity
- Having a degree of novelty
- Making decisions wisely
- Removing uncertainties and avoiding risks

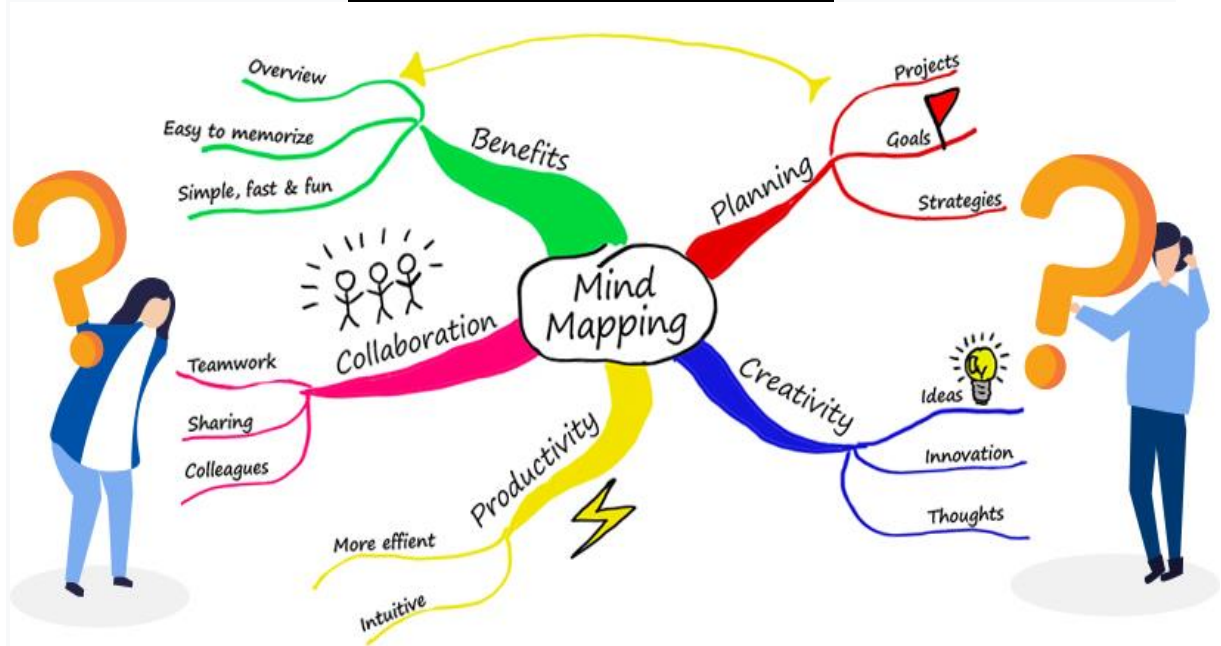
Partnerships and Exchanges of Education and Culture



Collective Intelligence and Resilience (Lamps on)

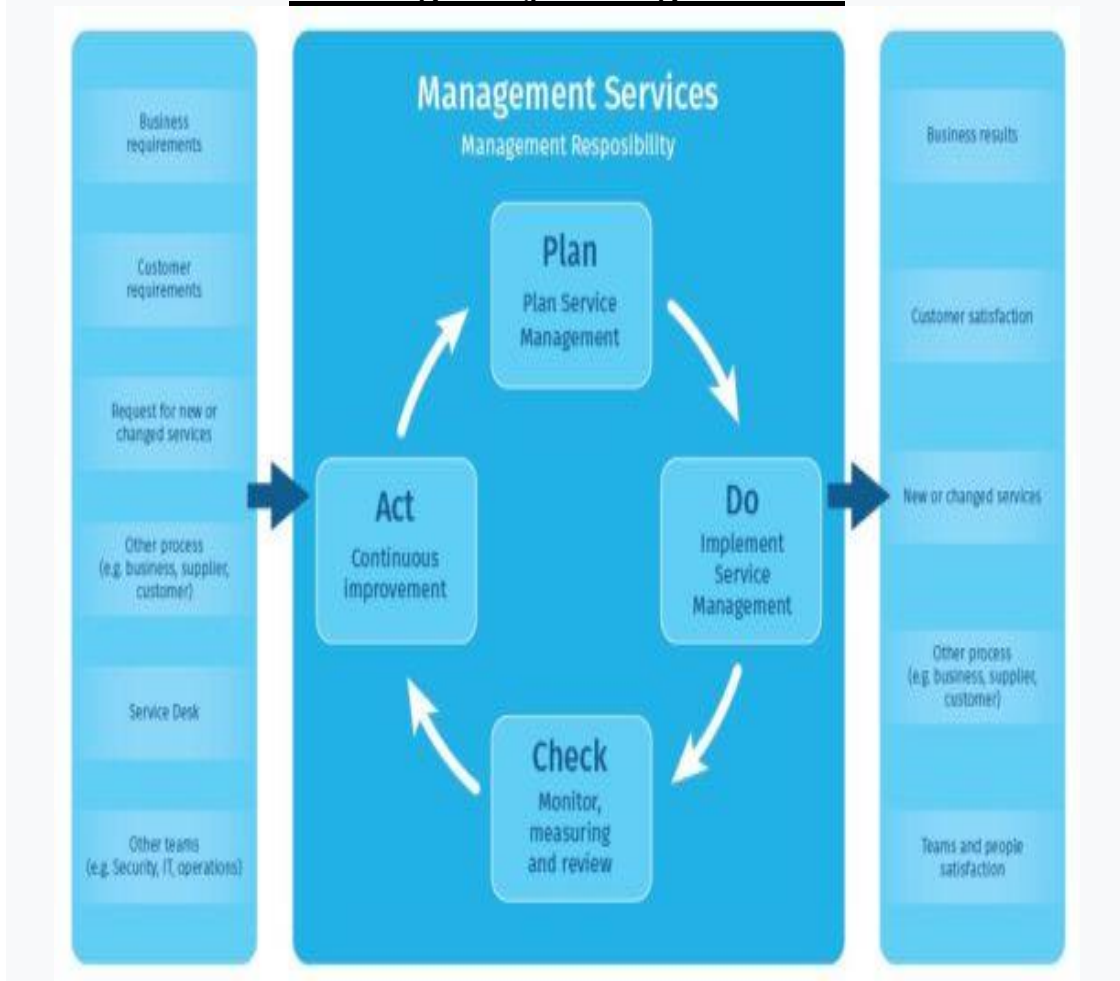
- Renewing oneself to innovate and to opt for continuous improvement
- Positioning ourselves in the market
- Fostering collaboration

Discovering Mind Mapping



- Improving our objectives, the transformation and transition process
- Being diligent and attentive
- Improving and harmonizing our relationships and partnerships
- Being fulfilled and happy at work
- Having a positive thinking
- Always finding solutions to conflicts
- Having a culture of exchange of Education of Excellence
- Evolving in our objectives

Creating and focusing on value



- Inspiring others
- Making progress
- Having the talents to manage conflicts
- Transformational leadership
- Making a difference and a distinction of Excellence
- Being useful through inclusive leadership to invest in a good process for the good of the community

Evolving through KPI performance indicators

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS OR KPI are the quantifiable measures that a company uses to track the performance over time. There are various systems and tools in place to measure the KPIs

IMPORTANCE

- Reflects how well the business is performing
- Helps to make operational changes
- Helps in keeping employee focus
- Gives early warning.

STEPS TO DEVELOP KPI

Set Goals → Track Changes → Identify Critical Success Factors → Use factors to create KPIs → Monitor the KPIs

TYPES

- ✓ Lagging and Leading Indicators
- ✓ Quantitative and Qualitative Indicators
- ✓ Financial and non-Financial KPIs
- ✓ On the Basis of Functional Standpoint

- Critical thinking for better decision making
- Speaking with confidence
- Refreshing our coaching with daily hints
- Becoming an exceptional Elite writer
- Writing concisely and with joy, simplicity, Clarity and Elegance
- Building resilience as a leader

- Resilient skills, Diversity, and Inclusion
- Effective listening
- Improving our soft skills
- Being an effective public speaker
- Critical thinking and Decision making
- Marketing our coaching content
- Successful people have a great vision of Excellence
- Managing our time wisely
- Teaching and learning journey
- Achieving coaching goals
- Content marketing
- Investing in our E-learning
- Improving ourselves each day
- Thriving in our leadership*
- Improving gender equality and participation
- Feeling accepted and trusted
- Doing our contribution wisely
- Leading effectively for better results

- Generating new ideas
- More creative approach to problem solving

Networking and Women Empowerment



- Being always ahead and Going high
- Creating value
- Being a catalyst for our team
- Managing conflicts well
- Encouraging Women in Tech
- Having women at the heart of new technologies

- Reinventing our strategy
- Becoming a role model and Facilitator
- Following good practices
- Innovation and determination

Generating creative ideas in quality and quantity



- Improving through E-Learning
- Needing to be fulfilled
- Advancing in our career
- Mentors and Networking
- Digital intelligence
- Becoming a Brand Project manager

- Knowing the foundations of intellectual property
- Promoting our work
- Developing good relationships



Branding in Gold Bahrain and Gold Dubai
of vision of Excellence

- The well-being in team
- Passion for the success of projects
- Good atmosphere
- Flexible hours
- Feeling useful to achieve performance
- Successful digital transformation with office 365

- Change management for the Office 365 transition
- Expertise in Microsoft office 365 solutions
- More collaboration

Sharing knowledge and ideas

Team Building of Excellence



- Developing your charisma to be an influential leader
- The power of networking
- The power of information
- Volunteering

- Persuading and inspiring others
- Vision, confidence, and motivation
- Working on self-marketing
- Letting know our talents

Trainings and coaching



- Loving making things great
- Being artistic and designer of a creative approach
- Creativity is problem solving
- Having a sense of originality and relevance
- Creative collaboration to rise others

- Being a masterful listener



Creativity is important for problem solving

And being Artistic

- Adapting to change
- Giving meaning to our vision of Excellence
- Informing others
- Strengthening our team
- Umbrella effect of lifting others
- Valuing our team
- Good mood

- Being grateful for others
- Growing our team
- Being ambitious and enthusiastic

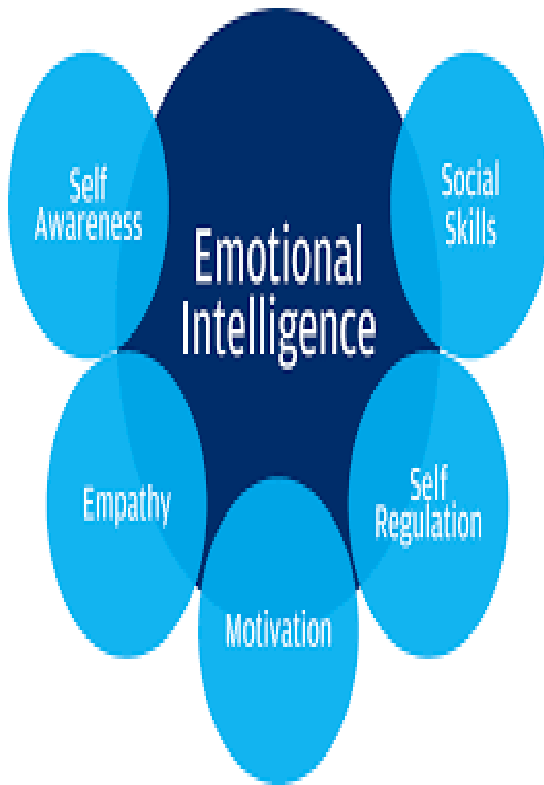


- Being a source of inspiration and encouragement
- Sparking original thinking by trainings and certifications
- Refreshing our connections
- Little curiosity to be creative
- Being grateful to Teamwork
- Managing resources
- Trusting to share knowledge and ideas

- Good Influencer



- Strengthening our emotional intelligence
- Having healthy relationships
- Generating cooperation from others
- Having the will to succeed and to excel
- Getting feedback



- Having a mature collective intelligence
- The will to succeed
- Develop our Emotional Quotient
- A new look at communication
- Communicating with Confidence
- Quality and authenticity
- A concise and relevant presentation
- Developing our critical mind

Emotional Intelligence and Leadership

Strengths of Leaders with High EQ

- Create a low-stress work environment
- Able to find solutions quickly
- Participative management style
- Put people at ease
- Easy communication flow
- Able to inspire and motivate
- Know their team's strengths and weaknesses
- Assertive
- Supportive

Weaknesses of Leaders with Low EQ

- Create a stressful work environment
- Poor communication flow
- Impulsive and unable to deal with stressful and/or unexpected events
- No clear direction
- Put people on edge
- Uninspiring
- Blame others for everything
- Do not value different perspectives
- Unsupportive

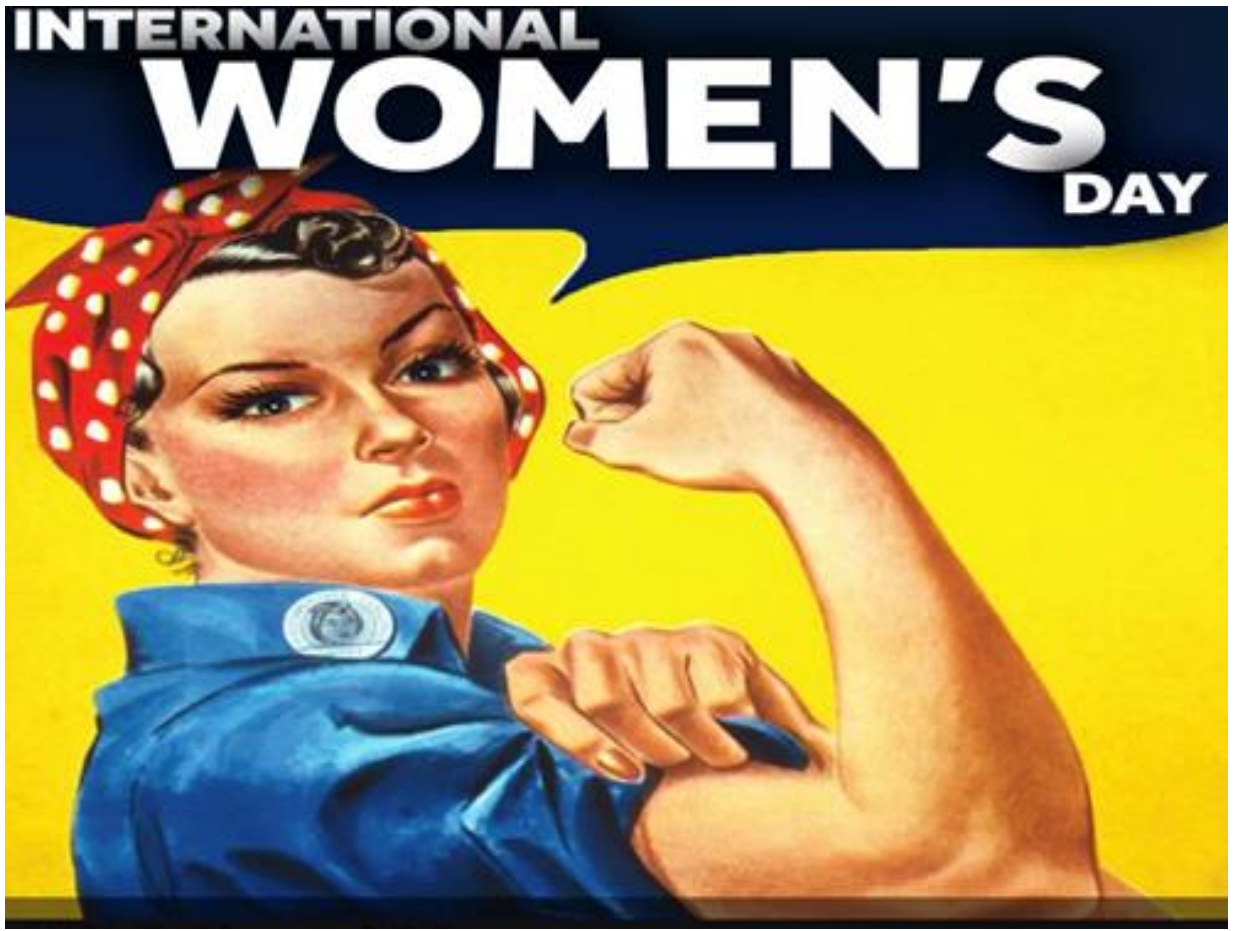
- **Creating a Brand image and Distinction**
- Innovating
- Self-esteem
- Asserting ourselves
- Successful projects
- Digital Web-marketing and Branding
- Supporting others during the change
- Integration
- Encouraging others

CONTINUOUS IMPROVEMENT OF OUR SKILLS

Continuous Improvement



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- Solidarity of Women Leaders
- Focusing on Excellence and Identity of Women Force
- Being a light for others
- Deepening our wisdom and knowledge
- Expressing ourselves with Eloquence
- Establishing Harmony
- Developing our center of interest
- Metamorphosis in light
- Empathy
- Finding solutions in the face of adversity
- Strategic thinking

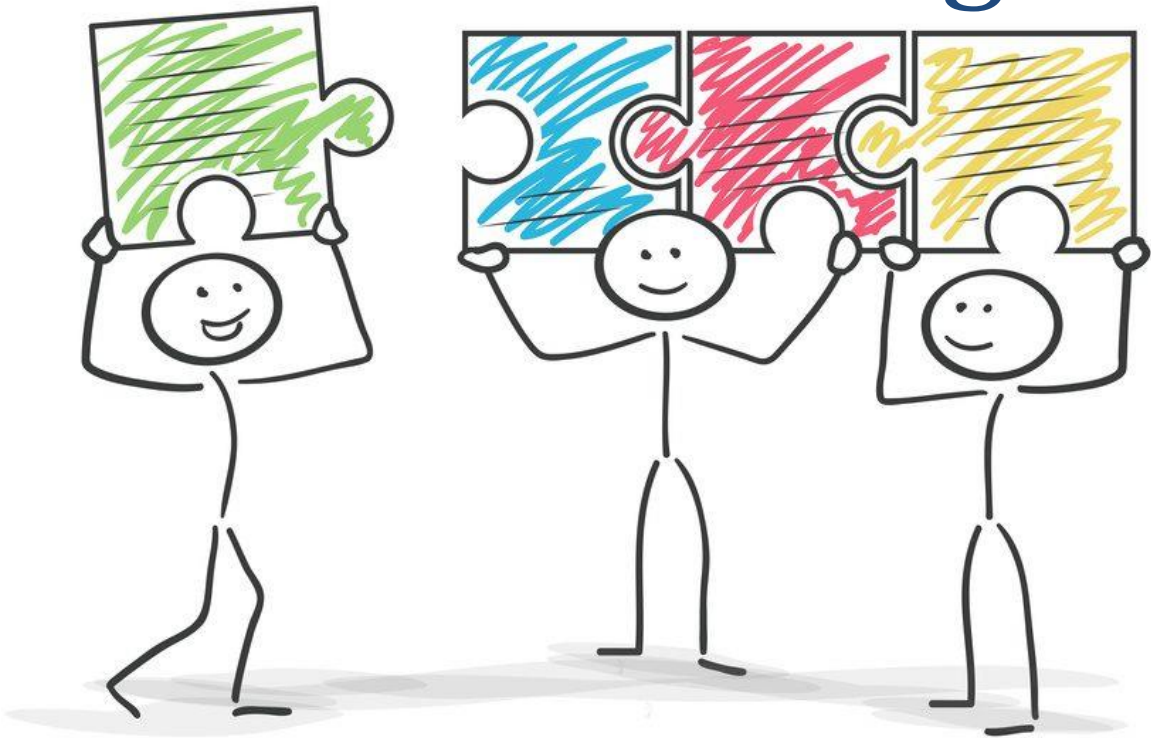
- Thinking and acting like a leader
- Overcoming the challenges
- Having Charisma
- Renaissance
- Refreshing our relationships

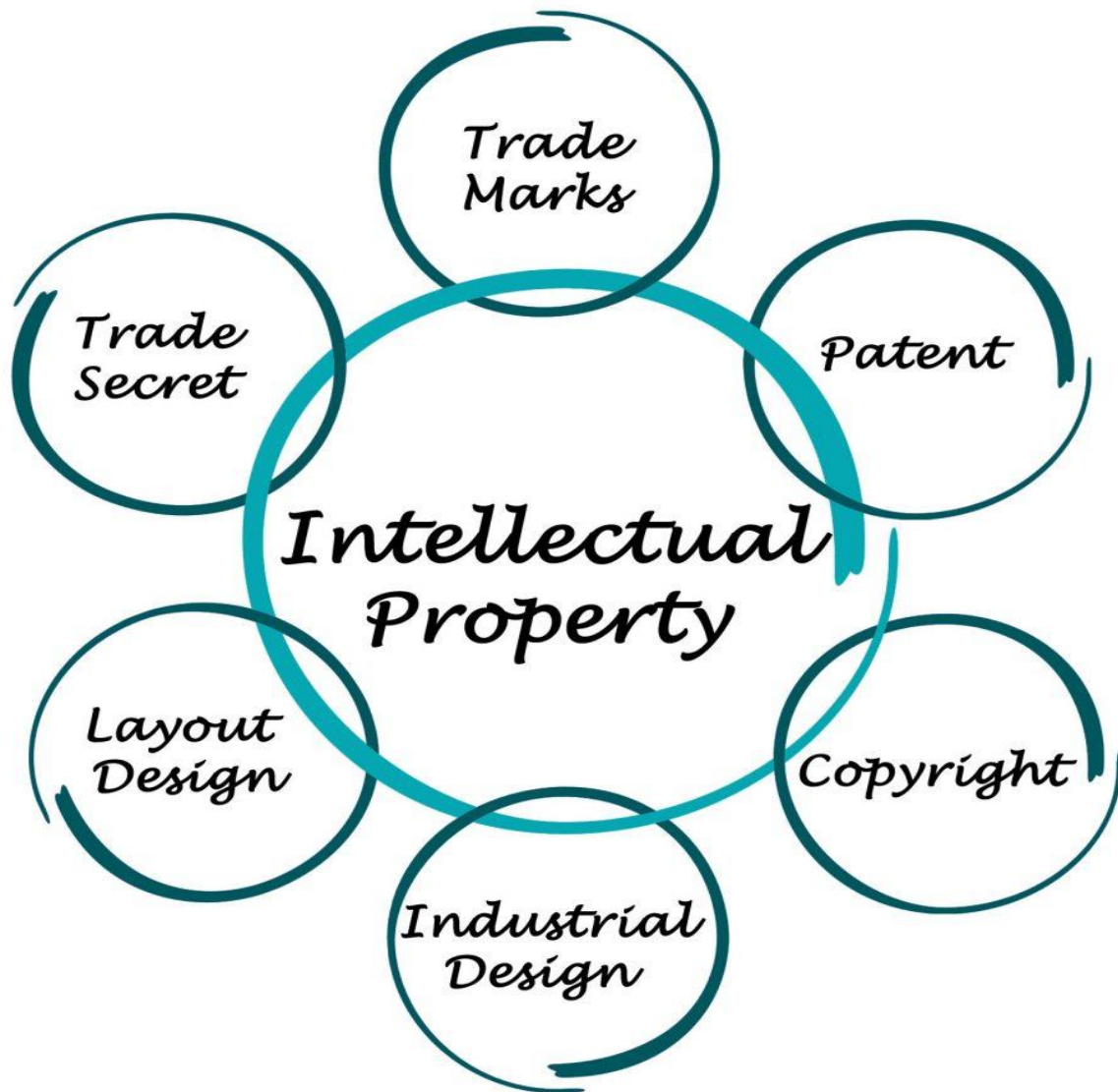


Developing our Ingenuity

- Creating and developing team cohesion
- Common values
- Solidarity
- A vision of Excellence
- Leader exemplarity
- Power and influence
- The power of information
- The art of communication
- Speaking out

Teambuilding





- *Promoting our work through Intellectual Property*
- *Patent application*
- Distinction and Brand
- Content protection
- Charisma
- Relevance and Rebirth
- Being nice
- Effectiveness of the result



- Having Realistic goals
- Touching others to make them inspire and enthrall with the vision of excellence
- The Law of Faith is the Foundation of Wise Leadership
- Time management
- Sowing and reaping
- Planting good seeds
- The opportunity and the responsibility
- Developing our horizon
- Marking our career



Planting good seeds
for fruitful trees

- Being leading thinkers
- Outstanding Performance and talents
- Motivation and passion
- Having the tools to Rise and Advance
- Motivational Environment
- IQ and Emotional Intelligence
- Working to achieve our dreams
- Self-awareness and management of relationships
- Highly effective
- Building trust

Building Healthier Relationships





- Decreasing our frustration and increasing our resilience
- Continuing to progress
- Having the tools
- Removing obstacles
- Persisting in face of difficulties
- Maximizing Results
- Realistic strategy *
- Inspiring others
- Marking our arrival

Resilience Factors



- Establishing credibility as a speaker
- Giving great impression of Excellence
- Creating brilliant presentations
- Being relevant
- Keeping attention of visitors of our LinkedIn website
- Training our brain for happiness
- The need of engagement



- Being proactive
- Being brave
- Developing our sense of responsibility
- Developing our knowledge and wisdom
- Having interpersonal skills and curiosity
- The Charisma
- Communicate clearly
- Developing our self-confidence
- Developing our expertise
- Sharing our enthusiasm with others



- Investing in our personal and professional branding
- Public relations
- Being a catalyst for our leadership of Excellence
- Trying to write the best presentations and the best-selling novels
- Leadership is amazing to elevate others
- Having a strategic thinking of long-term objectives
- Reinventing ourselves
- Being insightful and brand ambassadors



BECOME A BRAND AMBASSADOR

—
YOUR DREAM JOB AWAITS

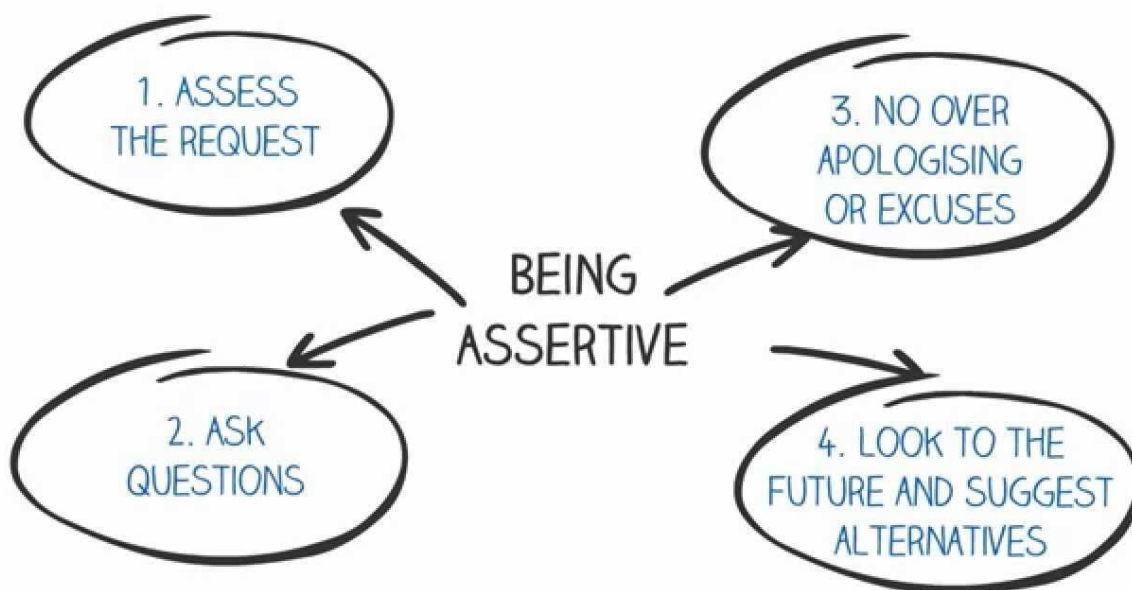
- Taking initiative
- Renewing our skills
- Moving on the right path
- Reloading our ambitions

- Having virtue
- Serenity
- Risk taking
- Realizing and accomplishing our goals
- Interpersonal skills
- Ability to anticipate being proactive

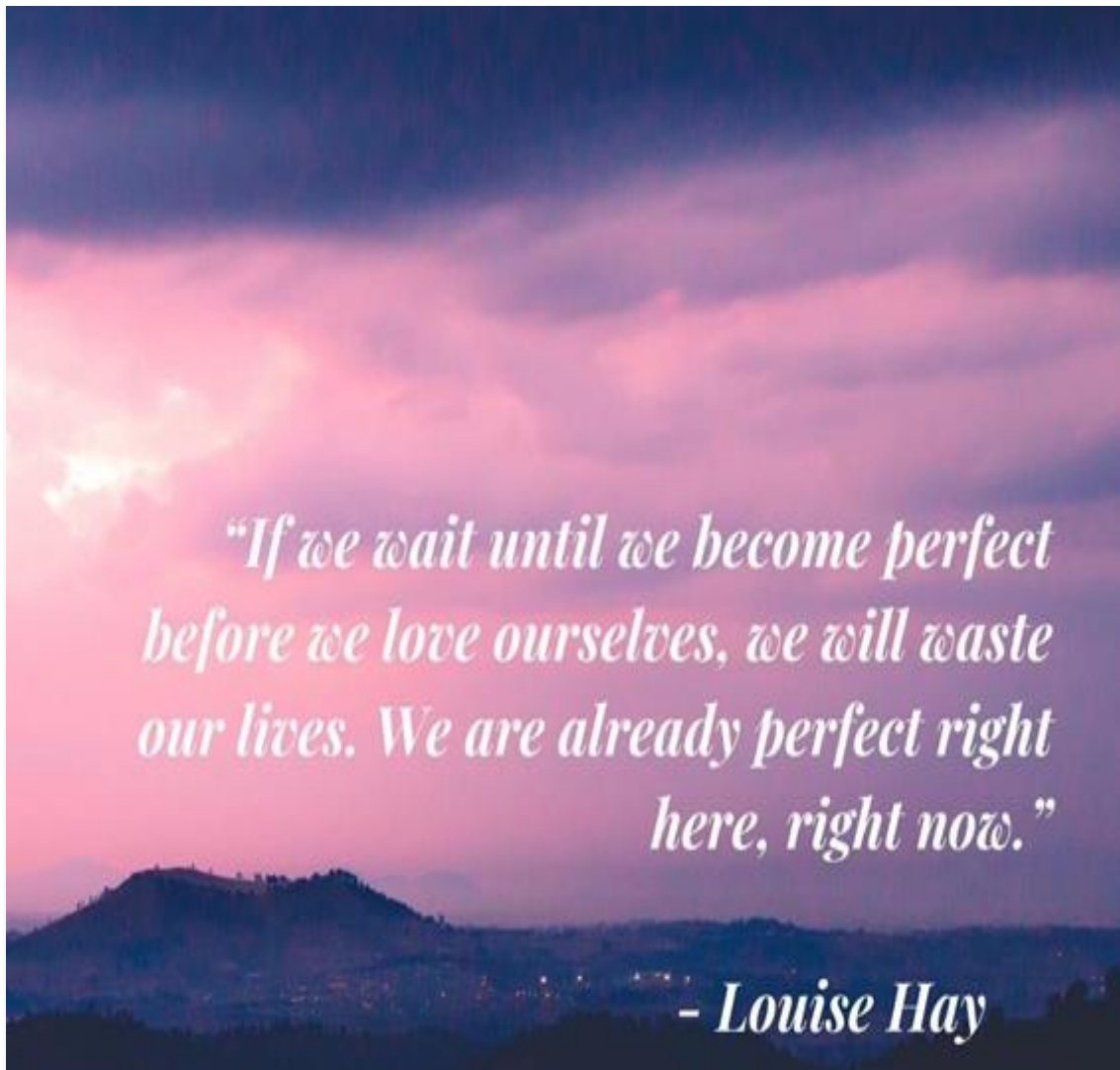


- Being assertive
- Having positive attitude
- Motoring the advance in our career
- Achieving happiness in our work

- Mastering our life by being enthusiast
- Proactively managing stress to achieve our goals
- Being an excellent debater, author and executive coach
- Passion about our projects
- Grace and honorable values
- Helping in making key decisions



- Measuring results and attract success
- Having the potential to excel
- **With the right attitude, we can remove mountains away**
- **Orient our sail to the right path**
- Getting the good results of our seeds and our efforts
- Having a good value system *
- A good philosophy of excellence



- Boosting Emotional Intelligence with Mindfulness
- Growing influence
- Becoming impactful and influential leader
- Building our character and the best version of ourselves
- Managing for better results
- Greater well being



- Defining our detailed plan of objectives with precision
- Creating value for our goals and the process to achieve them
- Identifying models
- Listing our resources
- Believing in our ambitions
- Managing results
- Excelling in our vision
- Influencing others

- An attitude of perseverance
- Being authentic



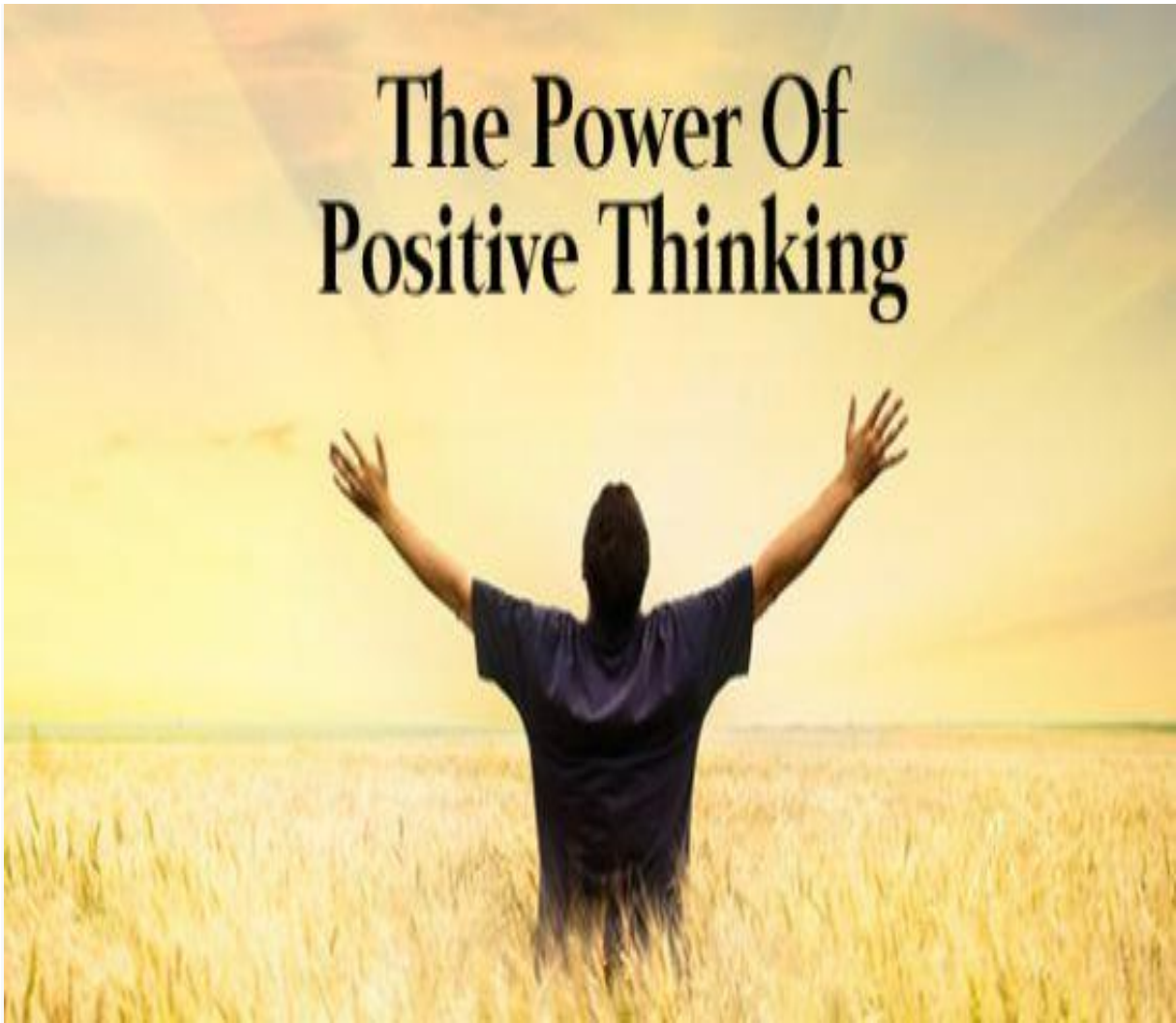
- A leader builds and deploys his vision of Excellence
- *A leader sees the long term*
- *A leader interacts with others*
- Promote our service
- *A leader is a Benchmarker*
- To be visible
- Transmit ideas to others
- Develop our network
- Take risks and turn them into opportunities
- *Initiate change towards the path of Excellence*



Benchmark

- **Changing our limited beliefs**
- Having a great perception
- Self-satisfaction with our valuable service
- Positive impact of our Excellence approach
- **Being a charismatic leader**
- **A win-win communication**
- Giving ourselves value
- Self esteem
- Positive communication
- Positive thinking

The Power Of Positive Thinking



- Developing a positive mindset
- Well-being at work
- **Leader's butterfly**
- **A metamorphosis in light**
- a gain in efficiency
- Choosing the goals for the year
- Creation of value through a detailed and scalable plan
- Becoming better
- A good attitude
- Renewing your potential through E-learning



- Cultivating a positive approach
- Seeing the good side of things
- Considering the best
- The best medicine is the well-being in our work
- Choosing the right references
- Having charisma and humor for a good work environment
- Setting limits
- Clarifying our priorities
- Setting our conditions
- Clarity and transparency

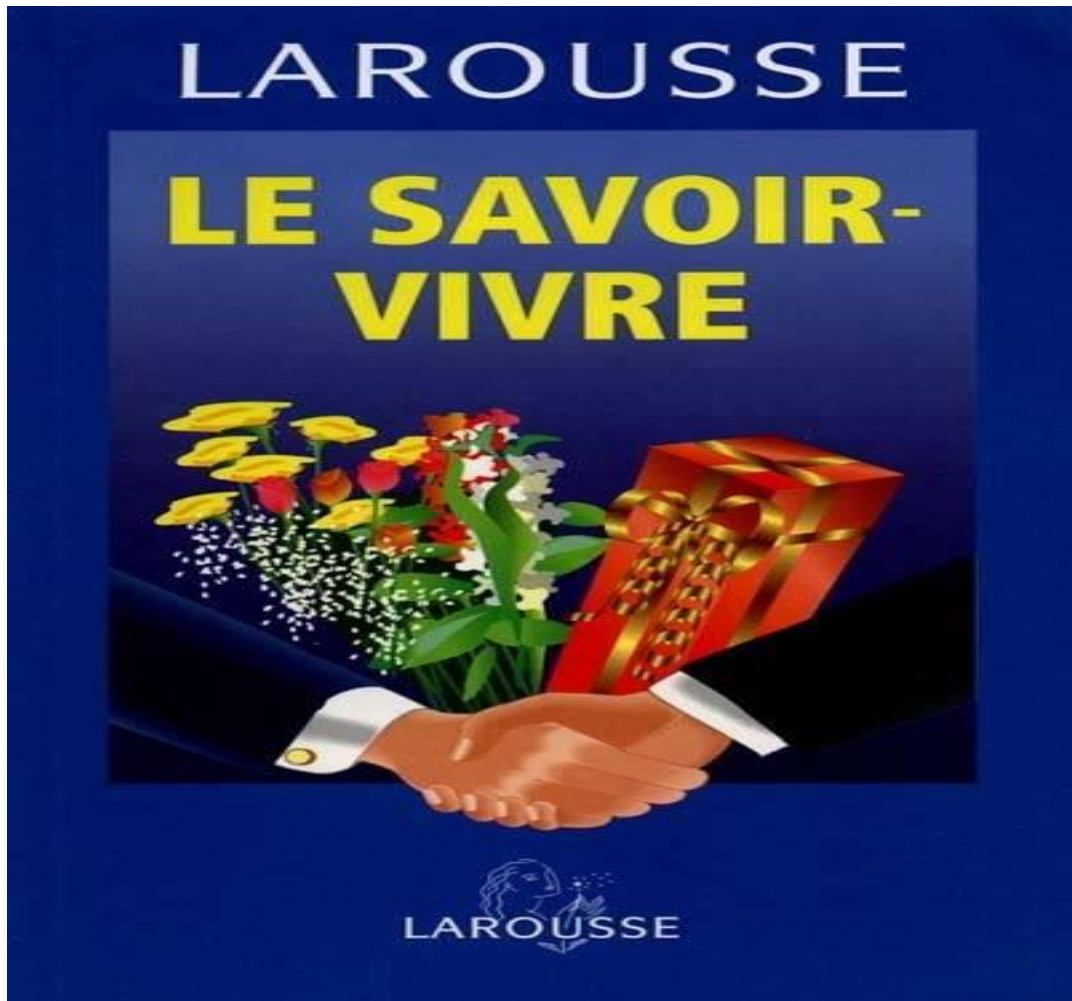
CHARISMA

Be calm, be warm, be honest,
be enthusiastic, be positive.

- Learning to memorize and using our knowledge
- Long-term memory
- Ability to concentrate
- Will and motivation
- Developing our endurance strength
- Integrating easily
- Learning a musical instrument like a break to take away stress
- Boosting our emotional intelligence



- Motivating others too
- Positive reformulation
- Achieving customer satisfaction with our service
- A culture of excellence
- Cultivating a positive approach
- Considering the best
- Focus on the positive
- Knowing how to appreciate the other
- Another way of being
- Knowing how to live



- Enthusiasm
- Belonging to a close-knit team
- Taking initiative
- Recognition for others
- Promoting a good working atmosphere
- Developing our charisma
- Stimulating creativity
- Simplifying the approach
- A collaborative strategy
- Mastering Office 365 tools

- The Leader shows the way
- Towards a cultural change
- A deep sense of value
- Creating a good attitude
- Cultivating optimism
- Showing our enthusiasm
- Passion for our projects
- Strengthening our skills
- Boosting our intelligence and wisdom
- Clarity



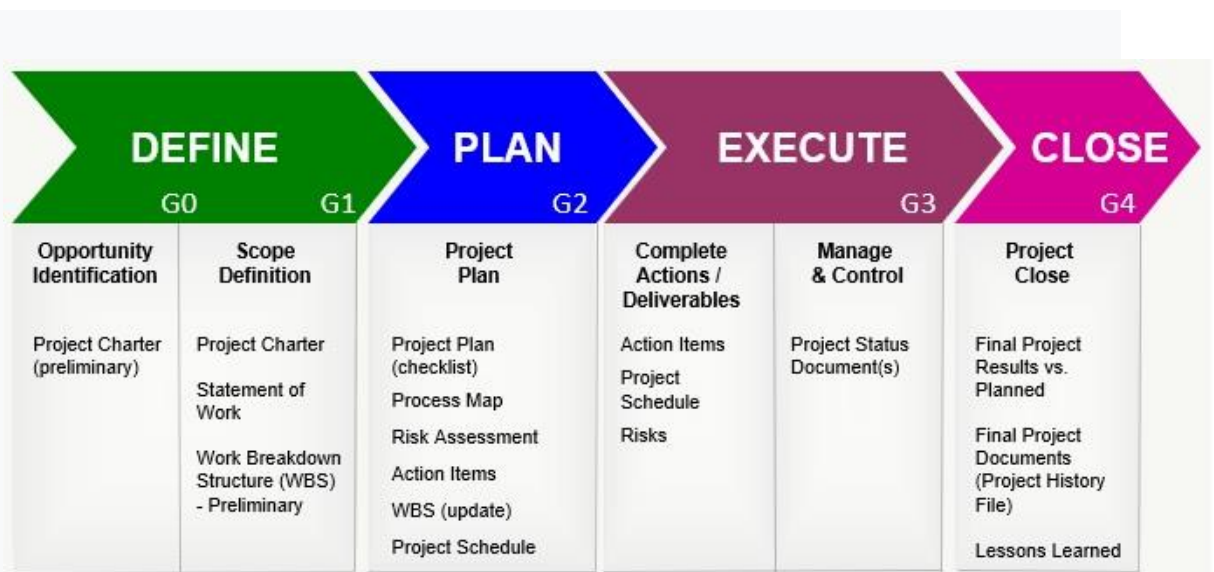
- The challenge is resistance to change
- Communication is important for the project

- Having the resources
- A project generates change
- The will to adapt
- Gaining in productivity
- Working to improve our skills
- Risk control
- Shortening deadlines
- Maintaining team communication
- Having references



2. Project Plan Process

- Feasibility study
- Project charter
- Determine the opportunities and benefits
- Determine the stakeholders
- Project planning
- Determine the scope of the project
- The project plan
- Project implementation
- Control
- Continuous improvement and performance indicators
- Deliverables



Affirm ourselves
as Brand Project Managers

- Let us be project managers in transversal management
- Skills development
- Have a long-term approach
- The power of soft skills
- The power of charisma
- Facilitate the resolution of the project
- Quality of human management
- Integration
- Added value



PMO Office



PMO

PROJECT MANAGEMENT OFFICE

A PMO is a group or department within a business, agency or enterprise that defines and maintains standards for project management within the organization. Here are three basic organizational models for PMOs.

PROJECT REPOSITORY

Occurs most often in organizations that empower distributed, business-centric project ownership or enterprises with weak central governance. The project office simply serves as a source of information on project methodology and standards. Project managers continue to report to, and are funded by, their respective business units.

ENTERPRISE PROJECT MANAGEMENT OFFICE

Assumes a governance process that involves the PMO in all projects, regardless of size, allowing it to assess scope; allocate resources; and verify time, budget, risk and impact assumptions before the project is tackled. Funding is usually a combination of direct, budgeted allocation for baseline services and a fee-for-service charge for others.

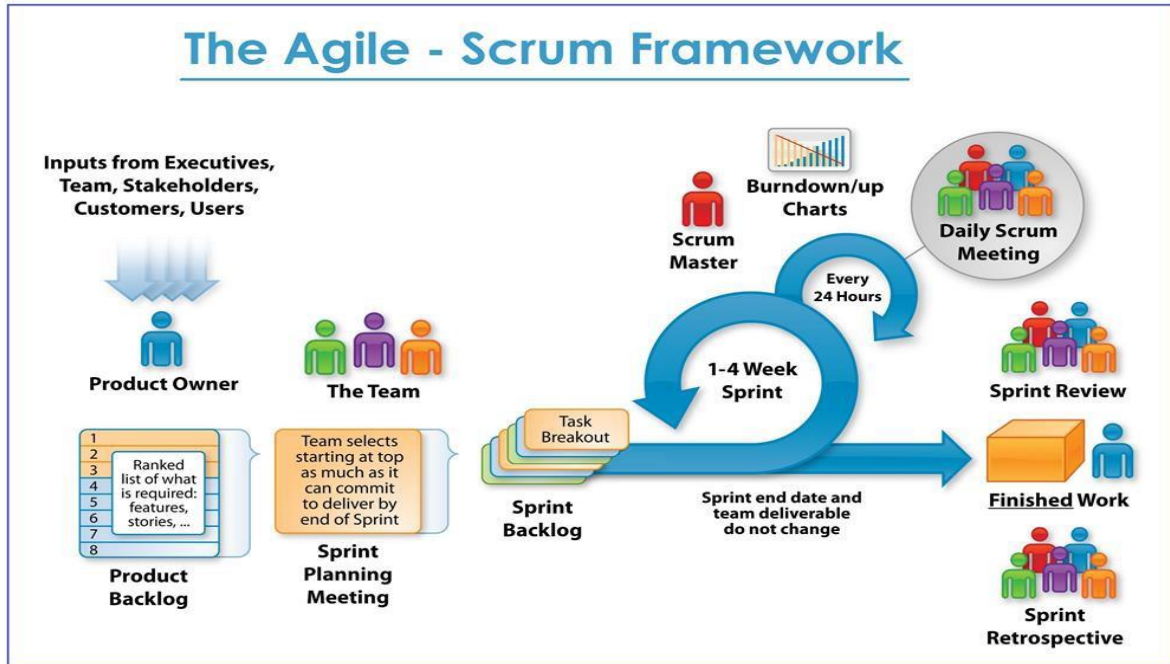
PROJECT COACH

Assumes a willingness to share some project management practices across business functions and uses the project office to coordinate the communication. Best practices are documented and shared, and project performance is monitored actively. In this model, the PMO is a permanent structure with staff and has some supervisory responsibility for all projects.



- The project sheet: must be simple, precise and clear
 - (the name of the project, the name of the project manager, the creation date, the subject, the teams, the objective and the Timing)
- The specifications: the contract between a production team led by the project manager, and the sponsor)
 - The specifications are used to formalize the needs and explain the different actors and their missions
 - It is used to build the management plan, build the project team, detail the schedule, budget, and risk register
- Diagnostic Tools (Questionnaire, Objectives Tree, and documentary research)
- Project monitoring tools (Specifications, dashboard, action sheet, task distribution table, activity dashboard, and budget monitoring)
- Assessment Tools (Suggestion Box, Questionnaire, and Observation)

- As an example of project management framework, Agile project management is a framework that relates the customer and the project team that needs project management and business analysis. Agile approach emphasizes on team Interaction and Teambuilding spirit.



- Power is knowledge: Neuro-Linguistics programming depends on several factors:
the expected result, Beliefs, Modeling, Convictions, Values, Vitality, Relationships, the responsibility, the teamwork, the commitment, and passion for our projects.



- The business plan is the reference document before creating a business that will allow you and future investors to have a fair idea of the project.

The main objective of the business plan is to attract potential investors.



- NLP is a state of mind
- Live the experience of success and move forward
- Mentors
- Clarity of ideas
- Persist and achieve excellence
- Cultivate patience
- Assert yourself through your skills
- Long-term projects
- Make progress
- The willingness to change and adapt



- Knowing our objectives
- Knowing our target
- Clarity of ideas
- Teamwork
- Persisting for excellence
- Facilitating project resolution
- Self-Marketing
- The will to adapt
- Animating and motivating
- Creating a good attitude
- A vision for the future



- Fly our project like a plane
- Develop work intelligence and achieve excellence
- Valuable creation
- Involve others
- Know our goal (Miracle Garden and Expo 2020)
- Clarity of ideas
- Vitality
- Persistence and Endurance
- Highlighting our skills





The Miracle Garden

- Positive thinking
- Awareness
- To be optimistic
- Develop our self-esteem
- Sustainable success with commitment
- Convictions
- Values
- Work on our skills
- The will to adapt
- Assert ourselves
- Simplify

- Passion for the vision of excellence
- Fly our project like a plane
- Develop work intelligence and achieve excellence
- Valuable creation
- Involve others
- Know our goal (Miracle Garden and Expo 2020)
- Mind mapping
- Clarity of ideas
- Vitality
- Persistence and Endurance
- Highlighting our skills
- Positive thinking
- Awareness
- To be optimistic
- Develop our self-esteem
- Sustainable success with commitment
- Convictions
- Values
- Work on our skills
- The will to adapt
- Assert ourselves
- Simplify
- Passion for the vision of excellence
- Consider the best
- Openness to others

- Provide other solutions
- Creativity
- Give positive feedback
- Valuing our skills
- Learn from ideas
- Become a Champion learner
- Assert ourselves
- Show enthusiasm
- Find the leader in us
- Develop our endurance
- Clarity
- Cultivate a positive outlook
- Work in project mode
- The will to change and adapt
- Innovate
- Manage complexity
- Study skills and deadlines
- Control the risks
- Know your target
- An open state of mind
- Self-efficacy
- Plan and Organize
- To be positive
- A metamorphosis in light
- Brainstorming

- Communicate your vision of light
 - Develop your visibility
 - Develop your network
 - Make yourself visible
 - Benchmark
 - A wise leader sees the long term
 - The leading butterfly
 - Exchange with others
- Believe in your ambitions
- Authority is built each day
- Increase our knowledge
- Work on ourselves and our legitimacy
- Iron woman (The Iron White Horse)
- Engage others in the vision of excellence
- The woman is a perfection and a set of flowers
- The exemplarity
- Trigger the engagement of others
- Discernment
- Towards the silk road
- Renew the wisdom of others
- Continue the excellence process
- The rising sun of the light
 - Speed learning and depth of vision
(everything is destiny)

- Learn to be Problem Solvers who finds the key and the solution to the incident or the problem to unlock the situation to remove from turbulence zone and continuity in green (The Treasury of the Keys from the Holy Books of the Tomb of Jerusalem)
 - Auto Surgery with the help of the holy spirit of the heart and the brain for a new heart and reborn the brain by the search for excellence for a transformation into light and freedom
 - Make transformations and spread light by sharing ideas and go green (the clear fountain that gives water through the keys)
 - Destiny and change
 - Reflection on solutions to achieve the thesis of the tree of life which gives healing through its leaves and 12 quality fruits (its keys)
- *Be better every day
- Take risks like opportunities
 - Go to the point and give the key and explain the mistake and make America* glory
 - The sustainability and continuity of our journey of excellence
 - The well-being and the smile of the world by the glory of America
 - Healing people with the water of life and the keys

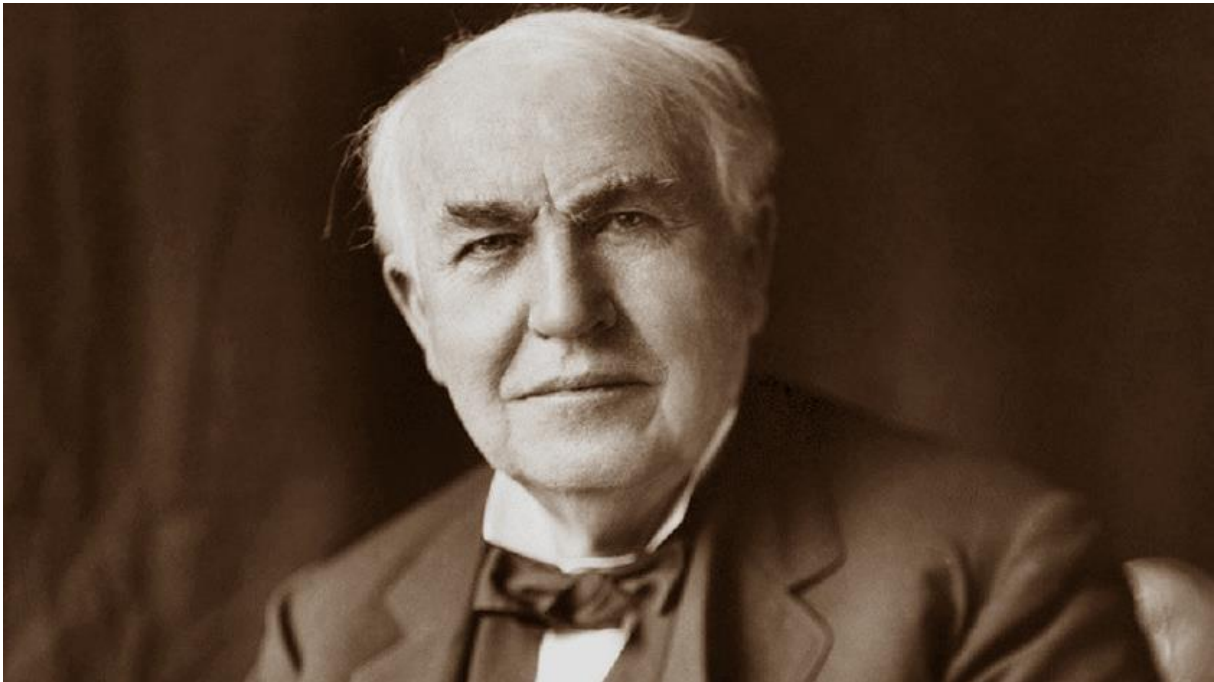
- Problem resolution
- Transformation into the light of the world
- Piloting and light

LEGEND

**3.Synthesis of the Lamp Thesis
of Excellence**

- Become better everyday *
- Become a basketball player
- Having good coaches by mentoring
- Adaptability
- Persuade others of the vision of excellence
- Appropriation by others of the vision and its defense
- Benchmark and branding
- Transfer ideas to others
- Develop our networking
- Promotion of our coaching

Creative leader's butterfly *



- **Conformity is conformity to the Word of God in Gold and Diamond**
- **Always perfecting yourself is the legitimacy of a leader**

- **Work on ourselves and develop our skills every day**
- **Exchange constructive ideas with others**
- **Building others and moving them forward**
- **A leader shows the way**
- **A leader is a light for others**
- **A deep sense of values and virtues**



**4.Hints of Quality of Service and Excellence
of the America and Dubai Dreamers of Hope**

- Become the ideal candidate and stand out for excellence and quality of strengths and international partners (Benchmarks and Branding of excellence)
- Know the recruiter's expectations and provide them with the latest information (concise and complete quality of information)
- The Art of Listening and the Art of Eloquence
- International good relations
- Excellent speech * in English and French
- **Focus on the success of our projects and never on the projects of others**
- **Give the quality of fruit of the Fig tree on the cake by the quality of information given to the recruiter**
- Give a new and targeted vision of excellence
- Know the recruiter's priorities
- **A website for coaching others in difficulty to help them Rise and always move forward**
- **Prioritize ISO safety certification and share hints and oil with others for spreading light and wisdom as Great Minds**
- **Create links on LinkedIn to share knowledge and an exchange of culture and education with Networking and Mentors**
- **Stand out through the quality of service**
- Be useful to the community
- **Have a spirit of enthusiasm and positive energy and share light and Quality of Knowledge of the American Dream**
- Highlighting our skills and our Quality of service

- Authenticity (be original and unique)
- We have to be energetic for the presentation of our vision
- Seek the interest of a recruiter of excellence
- Spirit of synthesis and analysis
- Create curiosity in the recruiter
- A thematic introduction to the vision and references
- **Knowledge of the Sustainable Tourism sector**
- Digital Marketing
- **Have a wealth of knowledge and pillars**
- Meeting the challenge of Excellence
- **Legal Multicards and international recognition**
- **The trigger for sustainable development**
- The creation of interfaces for hints and skills
- Help in decision making
- **Excellent Consulting and management**
- Data management
- Let us validate our profile of excellence by exchanging with other professionals through conferences and seminars
- Have an Excellence Bonus that distinguishes us from others (coaching people in difficulty by LinkedIn to explain the vision)
- Stand out from others by our presence in conferences and our international recognition
- Be passionate about coaching, sharing knowledge and creative ideas to share light and wisdom

- Our site on LinkedIn aims to explain our motivation, ambition, and the American, Bahrain and Dubai dreams
- we need to have a good communication and marketing plan
- Have good networking and international recognition
- Strengthen the company's values
- **Participate in trade shows and exhibitions such as Expo 2020 Dubai ***
- Have a return on investment of trainings made by results and performance indicators
- Leading conferences and seminars with a vision of excellence
 - **Develop an authentic Benchmark Brand**



EXPO 2020 in Gold Dubai*:Sustainability Durability and Excellence*



- Removing the deficit because of the brakes on change
- ***The W method of successful change***
- Using the participative to remove the brakes
- **Seek solutions to conflicts and propositions through arguments**
- The framing of the project
- **Feedback from decision-makers and trainers in France**
- Implement the solutions
- Excel results
- We need to change the quality of our thinking, our interpersonal skills and our spirit of life.
- We have to create added value and be an open-Minded person.
- We should not be a limited person and we have to be open to other cultures for an exchange of culture and education
- Develop our new strategy (the basis of our projects) by mastering Office 365 tools (mastering SharePoint (creating websites), Microsoft Teams (videoconference and transfer of files) and OneNote (reporting and taking notes))
- Become experts in Office 365
- Help others through coaching and guides to move forward

- Become excellent polytechnicians and passionate about our work
- Manage well the quality of our projects and respect deadlines.
- We must manage and support the change in W
- We need continuous improvement, to follow distance learning courses in France, and to summarize our E-training
- The problem is reluctance to change
- We must take a step back and opt for a change of mentality and culture
- We should not miss the turn of the change to the W method
- **Maintain a higher level of virtues, high value system, loyalty to others and respect for others and for their intellectual property**
- **To be unique and different by virtues that are our Distinction of Excellence and Identity**
- Understand the perception of changing risk into opportunity
- Excelling digital transformation
- Avoid the deadlock situation and move forward with your projects
- Project sustainability
- Project membership

- Giving meaning to your W method approach
- Making the change in Green Tourism
- Achieve sustainable development results

*Excel the Marketing brand
of the project

- Have a common language of excellence *
- Manage resources and constraints
- Work on our skills, move forward in the light and remove from dark age
- Become the conductor of our project and have the right keys of success
- Help decision-makers in decision-making
- create a dashboard in our website in LinkedIn
- contingency management and turn risks into opportunities
- A distinction of excellence
- Persuade others with vision of Exp2020 in Gold Dubai*.
- A change of culture and remove from black tunnel to light and wisdom

- **God Table Exam:**

*At the tabernacle of the Table served by God: there is the most holy place and the holy place of the winners, dear baby pilgrims, so learn to move forward every day and to walk.

*The bread of the table served at the Tabernacle is renewed every day for the winners in the most holy place and in the holy place so learn to exercise charity because we receive in paradise only what we have given: it is the rule and the law of God.

*We are becoming Bread Craftsmen and Diamond makers, dear noble pilgrims

*We must continue to move forward dear baby pilgrims every day:

* God teaches us by wisdom and knowledge to cut diamonds and emrodes

* We become Diamond makers through the continuity of our E-training and our testimony to help others move forward

* God asks us to take our bed and walk

* Devote yourself to being useful to your community by sharing knowledge and charity

* Our examination of the chair of knowledge at the served table so we have to keep moving forward every day with our pen to put the comma every day dear baby pilgrims

* Endurance and perseverance to achieve excellence

*** Be players, not victims and learn to be basketball players in your work and in your studies**

* We also need performance and quality of service

- There is a difference between the Project Manager (MOE / Me the Engineer) and the Client (MOA / One Owner: my Husband Hamdan* Al Maktoum*)
- The Owner who defines his needs and the Owner of Work that carries out the project

- **Our project is to Rise and the Reconstruction of the New Heavenly Jerusalem and Owner is Hamdan* Al Maktoum* and we must move forward after the End of Age event of the collapse of Jerusalem and follow God's instructions and the proverbs of the Holy Books to remove the congestion and come up with green signals of quality of service**

- You have to understand the project development cycle:
 - Marketing and Branding

- Benchmarking: we compare ourselves to the competition
- Project quality: ISO compliance
- The project portfolio and project management
- Creation of the knowledge base
- The first tests with the Owner

Let us advance dear Babies Pilgrims in our E-Learning to learn new skills and advance in creating our wisdom Database :

*Let us have new design ideas of making more professional PowerPoint slides by inserting videos and animated images

*Surfing with becoming experts of office 365

*Communicating with Emotional Intelligence as a Lamp

*Boost our carrier of excellence with new skills

*Coaching others with new advices for collective Intelligence as Lamps

***Positive thinking and empathy to others**

Note to Babies Pilgrims :

1*EQ: (Emotional quotient) is the ability to understand, use, and manage our own emotions in positive ways. EQ is better than IQ.

2*IQ (Intelligence quotient) is a score obtained by dividing a person's mental age score, obtained by administering an intelligence test.

**We need to learn about how to become
the Best Sellers of our books
by E-Learning and Emotional Intelligence**

*Sharing stories that win the market as Best Sellers

***It is about who we are as Dreamers of hope**

*We need to learn clearly our mission

*Together Changing the world and Innovators

***Motivating other Babies Pilgrims to advance in our Road Map of
light as lamps**

***Mind sharing before Market Sharing**

*It is about building a story that people belongs to.

*Belonging to the Industrial future
by relevant stories

***Removing from Financial crisis
by knowing where we stand**

***Making sense of our honorable work to be useful to our
Community**

- We need to advance in our career with our Project Leadership
- Improving our interpersonal soft skills
- Becoming Business Analysts as Project Managers
 - **Healing the world by advices and hints**

as Healthcare professionals

- Managing projects with Microsoft Teams
- Building Personal Brands as Engineers
- Communicate with Eloquence and Clarity
 - **Having a good Mindset as a Lamp**
 - **Resolving conflicts as a Mediator**
- Learning Latest Technology Skills

* We need to be fully engaged in our project

***We are Committed to Excellence**

as Consultants, Coaches and Certified

*** High level of success by certification by USA* Embassy**

Certificates of High Assessment

*Developing Diversity, Inclusion
and a Belonging Program

***International Recognition and Great Mentors**

*Collective Intelligence

*** and Creating a space in LinkedIn site to share knowledge and
wisdom**

- **Always online presence**

in our Marketing website of LinkedIn

- *Participate in Webinars*
and Zoom conferences to improve our interpersonal communication
- *Upgrade our critical thinking by making synthesis of online courses*
and adapt them to our vision
 - *Make a progress as a Leader*
 - *Transfer of knowledge to others*
 - *and ask the right questions to mentors*
 - *Improve decision making*
 - *Improve every aspect of our daily life*
by looking for excellence and identity

Project Mission

- We have to master the fundamentals of project management and management Best practices
- Master new technologies: business analysis, business intelligence, business planning, management consulting, agile methodologies, machine learning, team leadership, design thinking, decision-making, e-learning trainings and obtaining certificates and assessment badges
- Follow Harvard* online courses and France* courses on YouTube
- Achieve excellence by mastering soft-skills
- Empathy and lifting others

Road Map of Light and Wisdom

- We need Professional Development and get new skills
- *Stimulate change and encourage others to put a comma and step into the light 😊*
- Manage the richness of resources
- Plan, lead and show the way like a creative leader
- Clarity and transparency of wisdom
- Learn to motivate others to Rise up and follow their ambitions
- Inspire others to become a new version of themselves and Rise and move on

**5.Future work of Preparation
of Certification ITIL v4**

After our Professional Development of getting new skills, our future work is to look for new certificates as ITILv4 of creating value :

*ITIL is structured around the life cycle of a service, divided into 5 stages:

*The service strategy whose objective is to understand IT customers, define the offering that meets customer needs, the capabilities and resources necessary for service development and identify the means of success for a successful execution.

*Service design ensures that new and changed services are designed efficiently, in terms of technology and architecture, to meet customer expectations. The processes are also taken into consideration in this phase.

*Service transition integrates change management, asset and configuration control, validation, testing, and service go-live planning to prepare for production.

*The operation of the service provides the service on a continuous basis and monitors it on a daily basis.

*Continuous service improvement enables IT to measure and improve service, technology, and efficiency and effectiveness in overall service management.



ITIL 4 is about creating value

2- What are the advantages of ITIL?

- Alignment with current and future business needs
- Approval of realistic service levels
- Development of predictable and systematic processes
- Efficiency in service delivery
- Assessment and improvement of systems and processes
- Standardization of language

3- What organizations are using ITIL today?

- From very small businesses to multinational companies, thousands of companies have already implemented the ITIL method around the world.
- All industries adopt it such as financial organizations, manufacturers, distributors, entities in the field of entertainment, life sciences, technology.

4-ITIL 4 focuses more on the concepts of costs, outcomes, risks, and value.

The new version principles :

- *Start where you are
- *Progress iteratively with feedback
- *Collaborate and promote visibility
- *Think and work holistically
- *Keep it simple and practical
- *Optimize and automate

5-What are the ITIL 4 Certification Levels?

*ITIL Specialist

Create, Deliver, Support

Driver Stakeholder Value

High Velocity IT

*ITIL Strategist

Direct, Plan, Improve

*ITIL Leader

Digital & IT Strategy

*ITIL Managing Professional

ITIL Strategic Leader

ITIL Master

***The strong point of the Vision
is the International Networking***



Straight A+ Glory of my Dad Biden*

By the Champions America* Army

As Always

God Bless my lovely America* of Heaven