



Technician Meeting January 24, 2018

**WHEN YOUR VALUES
ARE CLEAR TO YOU,
MAKING DECISIONS
BECOMES EASIER.**

Technology Services Organization Values



Values are what shape our organizational culture and reflect what is important to us.

Values are the essence of our organization's identity: the guiding principles for how we provide service.



Technology Services Organization Values

Core Values



- Efficient
- Accessible
- Systematic
- Highly-Skilled
- Student-Focused
- Service-Oriented
- Leadership

This is what is important to us.



This is how we provide service.

We Expect You To Be **Efficient**

HOW?

- Sharing time, resources, and information
- Involving others
- Being open minded
- Continuing to challenge the status quo
- Modifying plans in response to changing conditions
- Being action-oriented and results-driven
- Tackling problems head-on
- Accomplishing daily work tasks
- Working independently
- Defining processes that lead to efficiency





We Expect You To Be **Accessible**

HOW?



- Acknowledging all customer and employee communication within 24 hours
- Balancing competing priorities
- Listening, paying attention, and understanding customer requests
- Being approachable and welcoming questions
- Gaining trust by being available
- Recognizing the importance of following proper chain of command

We Expect You To Be **Systematic**

HOW?



- Using key indicators and management systems to monitor results
- Documenting key processes
- Standardizing to provide reliable offerings
- Aligning strategic objectives, action plans, and work systems
- Managing the whole organization with a systems' perspective
- Analyzing data to determine trends, projections, & cause & effect
- Thinking out-of-the-box



We Expect You To Be **Student Focused**

HOW?



- Keeping pace with rapid changes in technology to support 21st century skills and learning
- Developing technology solutions with the capacity to provide faster and flexible emerging technologies for students
- Keeping students safe and secure, including their identities
- Sustaining technology services that are available 100% of the time for students
- Communicating information about technology

We Expect You To Be Service Oriented

HOW?



- Developing long-term relationships
- Seeking input from customers
- Being flexible and patient
- Exercising good listening skills when providing service to customers
- Establishing clear-cut agreements and setting realistic expectations
- Following-up with customers
- Aligning technology and support
- Maintaining a big picture perspective



We Expect You To Be **Highly Skilled**

HOW?



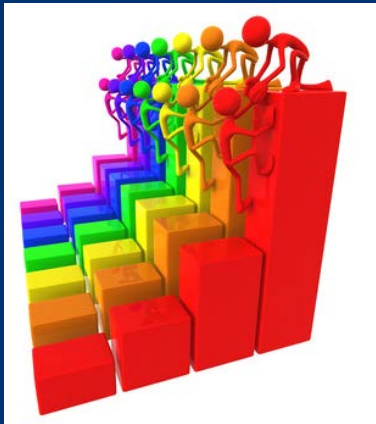
- Mastering new technical knowledge and skills
- Anticipating risks and devising contingency plans
- Involving teams of others who have the skills & expertise to contribute
- Keeping skills current
- Taking responsibility for actions
- Seeking greater roles and responsibilities
- Integrating innovation
- Handling pressure well



We Expect You To Be **Leaders**

HOW?

- **Communicating effectively**

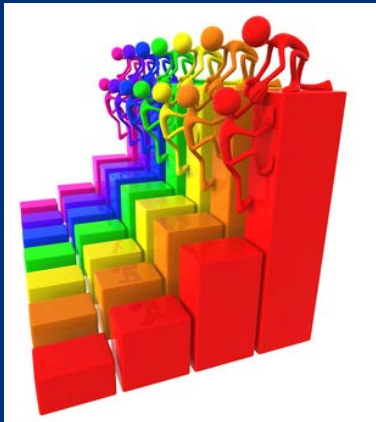


- ✓ Communicate directly, honestly, and respectfully.
- ✓ Communicate in all forms of speaking, writing, and presenting, using emerging technologies and aligning the message to the customer.
- ✓ Synthesize information from staff and effectively summarize at an executive level.
- ✓ Communicate team accomplishments, using clear language with rich multimedia, each week.
- ✓ Recognize staff through formal communication published on the department website, each week.



We Expect You To Be **Leaders**

HOW?

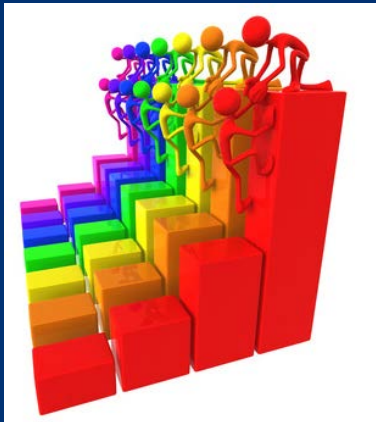


- **Being innovative**
 - ✓ Bring meaningful change that leads to improving services and increasing value.
 - ✓ Lead the organization to new dimensions of performance improvement.
 - ✓ Take intelligent risks as part of the culture.
 - ✓ Build on accumulated knowledge and rapidly capitalize on new knowledge.
 - ✓ Lead and manage for innovation, modeling the behaviors others are encouraged to adopt.



We Expect You To Be **Leaders**

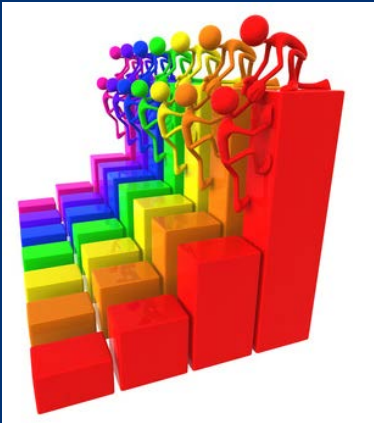
HOW?



- **Exhibiting courage**
 - ✓ Be willing to have the difficult conversations.
 - ✓ Promoting effective technology solutions, even when it is uncomfortable for the organization.
 - ✓ Pulling back when technology solutions are requested that do not address a real need.

We Expect You To Be **Leaders**

HOW?

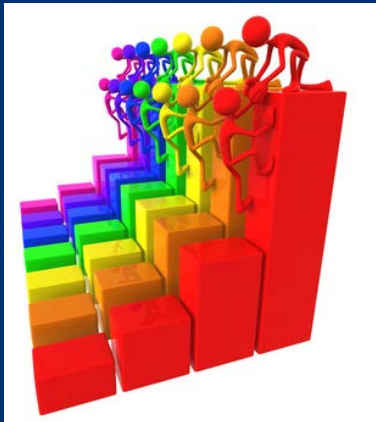


- **Being results-oriented**
 - ✓ Focusing on measurement of results and continuous improvement, in both organizational and personal learning.
 - ✓ Completing the total task at hand, on-time, within the department's Service Level Agreement



We Expect You To Be **Leaders**

HOW?



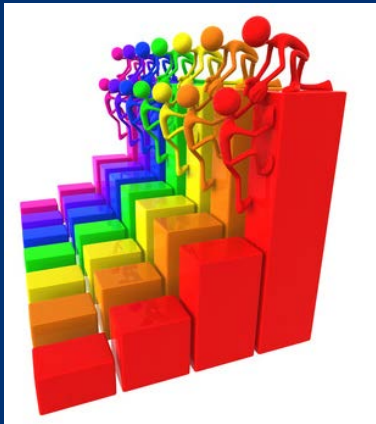
- **Being flexible and adaptable**
 - ✓ Lead with the capacity to make rapid change.
 - ✓ Lead with time performance as a priority and cycle time as a key process measure.
 - ✓ Stay one step ahead in organizing staff to meet the increasing demands of the organizations.
 - ✓ Be flexible, adaptable, and credible in performance of work.



We Expect You To Be **Leaders**

HOW?

- **Demonstrating Leadership Qualities**



- ✓ Able to effectively and successfully delegate, commitment, and inspire.
- ✓ Successful at maintaining a positive attitude, the ability to Inspire, be approachable, exhibit confidence, and demonstrate focus.



Technology Services Organization Values

**EVERYTHING YOU DO
SENDS A MESSAGE
ABOUT WHO YOU ARE
AND WHAT YOU VALUE**