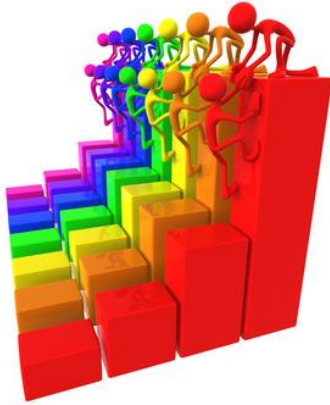


Technology Services Organization Values



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.**

Leadership



- **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.
- **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.
- **Exhibiting courage**
- Be willing to have the difficult conversations, promoting effective technology solutions, even when it is uncomfortable for the organization, and also pulling back when technology solutions are requested that do not address a real need.
- **Being results-oriented**
- Be results-oriented, focusing on measurement of results and continuous improvement, in both organizational and personal learning.
- **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.
- **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.