

# 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.**

## Efficient



- 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

## Accessible



- 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

## Systematic



- 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

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## Student Focused



- Keeping pace with rapid changes in technology to support 21<sup>st</sup> 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

## Service Oriented



- 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

## Highly Skilled



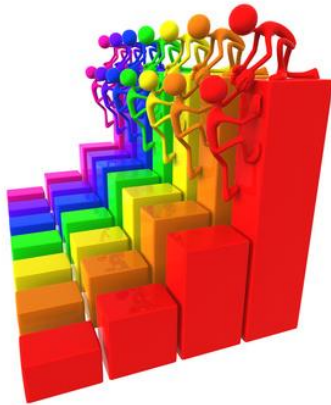
- Mastering new technical knowledge and skills
- Anticipating risks and devising contingency plans
- Involving teams of others who have the skills & expertise to contribute
- Keeping skills current
- Taking responsibility for actions
- Seeking greater roles and responsibilities
- Integrating innovation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

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## 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.