

Developing a Shared Vision

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CETL 1.A Developing a Shared Vision

1A – Actively participate with members of the Superintendent's cabinet (e.g., district senior management) to create a vision for how technology will support the district's strategic and operational goals

Developing a Shared Vision

A shared vision sets the context for and drives goals, objectives, and action plans. The CTO paints the picture to build a shared vision of how technology can impact the education process.

The vision of an organization, team or individual is the furthest we can see.

It is looking into the future, predicting the impact and flexing the imagination.

It is saying it and describing it out loud.

Keep in mind we can only see so far, literally in our imaginations. We must be aware that we may be setting our vision based on the horizon we can see now knowing it may and will change in the future.

What is your technology vision for your team? Can you say this is MY VISION:

Frankie:

- The Technology Services department is a district that leads in transforming education. We do that by being 100% optimized by continuously improving, implementing process effectiveness, predicting services needs and issues, and providing world class service.
- All staff in the department work in concert with one another being efficient, accessible and systematic.
- All staff are highly skilled and perfectly trained to do their jobs and all are seeking higher levels of skills and education.
- All staff are leaders and confident in the services they provide.
- All staff are focused on students and the success.
- All staff expect the best for themselves and provide world-class service at a level of standard comparable to the Ritz Carlton hotel chain.

Customer Satisfaction is excellent
Employee Well-Being is high
Transformation and Vision is evident and clear
Instructional Focus is the greatest priority
Leadership and Communication is demonstrated in all activities
Strategic Planning and Goal Alignment is in place for all employees
• KPI Measurement and Analysis is available in every team as a way of leading the task
Workforce Capability and Capacity
Process Documentation
Cross Training and Career Succession Plans

Performance Excellence
Level 5 - Optimized

- Optimizing Performance
- Continuously Improving
- Implementing Process Effectiveness
- Predicting Service Needs and Issues
- Providing World-Class Service

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Doug - work together as a team to tackle service issues

David - complete the task to the fullest so that it is completely done; plan, predict and conduct root cause analysis

Michelle - effectively and timely communication

Dava - automate process so customers just have to push a button to get something done

Eric - surrounded by motivated people

Elizabeth - work smart, optimize processes with motivated staff (no whining)