

TECHNOLOGY SERVICES ORGANIZATIONAL 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. These are the six categories of values that we feel are important.



CORE VALUES

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

Our EFFICIENT core value is to be guided in our work by:

- Sharing time, resources, and information with others to achieve overall team success
- Involving others who have the special skills and expertise to contribute better solutions
- Being open minded to ideas and technological innovations
- Continuing to challenge the status quo, asking "why not"
- Modifying plans in response to changing conditions rather than continuing with "we have always done it that way"
- Being action-oriented and results-driven in seizing opportunities for efficiency and improvement
- Tackling problems head-on and work toward resolution without delay
- Accomplishing daily work tasks in an orderly fashion using the department's service level agreement as the primary guide for managing conflicting priorities and communicating efficiently with others
- Working independently without supervision in accomplishing individual job responsibilities and goals
- Reporting processes that lead to doing work faster, simpler, and with less cost

VALUE

EFFICIENT



Our ACCESSIBLE core value is to be guided in our work by:

- Acknowledging all customer and employee communication (e-mail, text, phone calls, and verbal requests) within 24 hours, during school business and work hours
- Balancing competing priorities using sound judgment for responding to any customer request
- Listening, paying attention, and understanding customer requests
- Being approachable with others and welcoming questions to promote clear understanding
- Gaining trust, confidence, and respect from customers by being available and maintaining an open door policy
- Recognizing the importance of following the proper chain of command

VALUE

ACCESSIBLE



Our SYSTEMATIC core value is to be guided in our work by:

- Using key indicators and management systems to monitor results
- Documenting key processes and make processes available to customers in a standard format
- Standardizing and striving to provide reliable services in all offerings
- Aligning strategic objectives, action plans, and work systems to ensure consistency in performance
- Managing the whole organization with a system's perspective to accomplish the organization's mission
- Analyzing data to determine trends, projections, and cause and effect as a means to improve performance
- Thinking out-of-the-box by being creative, challenging assumptions, using brainstorming techniques, and preparing for change

VALUE

SYSTEMATIC



Our HIGHLY-SKILLED core value is to be guided in our work by:

- Mastering new technical knowledge and skills necessary to provide extraordinary service
- Anticipating risks and devising contingency plans to manage them, and adapting to changing circumstances
- Involving teams of others who have the special skills and expertise to contribute innovative solutions
- Keeping skills current in assigned area of expertise, maintaining certifications, and proactively participating in professional development
- Taking responsibility for actions and seeking greater roles and responsibilities
- Integrating innovation as part of daily work and capitalizing on new knowledge to drive organizational improvement
- Handling pressure well, managing tasks in an orderly way, solving problems and issues, communicating effectively, and taking one day at a time as we progress through the school year

VALUE

HIGHLY-
SKILLED



Our STUDENT-FOCUSED core value is to be guided in our work by:

VALUE

STUDENT-
FOCUSED

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

Our SERVICE-ORIENTED core value is to be guided in our work by:

VALUE

SERVICE-
ORIENTED



- Developing long-term relationships with customers
- Seeking input from customers
- Being flexible and patient, and exercise good listening skills when providing service to customers
- Establishing clear-cut agreements and setting realistic expectations
- Following-up with customers on service transactions to seek feedback, building relationships, and ensuring satisfaction
- Aligning technology and support to enhance mandated curriculum
- Maintaining a big picture perspective by foreseeing service issues and/or pitfalls in approaches.