



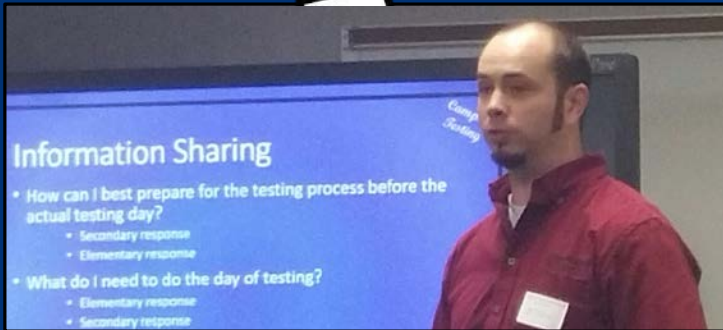
Doug Baker: Efficient and Systematic

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




Core Values

I am always impressed by Doug Baker's willingness to gather Service Technicians' data from the field to assist in identifying software/hardware trends and issues. Doug has many other duties and always seems to be on top of them. Thank you Doug, for all you do.
 Lillie Swearingen




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

Systematic



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



Jennifer Miller: Accessible

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



Core Values

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



Jennifer Miller -

Any time I come to you with an issue, question, or request, you are always right there to assist in any way you can. Even if I happen to come by when you are having a meeting or other people are in your office, you make time to talk to me. Thank you for continuing Technology Service's improvement in communication as we move forward. You rock!

Lillie Swearingen

