

IT Services has identified shared values that guide our decisions, priorities and actions in our daily work life. These are the behaviors and attitudes that we use to model how we do our work.

1. Timely and effective communication with others
  - a. Meet standards for the communication type and response times
  - b. Use best method of communication: email, voice/video calls, online chats, text message, website post
  - c. Use appropriate etiquette and professionalism
  - d. Proactively communicate to keep others informed
  - e. Ask customers about their needs, listen to their concerns and deliver innovative technology solutions
  - f. Measure customer satisfaction and adapt practices and processes from results
2. Behave in a manner that reflects respect, courtesy and civility
  - a. Collaborate with others to create solutions
  - b. Remain open to different ideas.
  - c. Respect personal work space/activities with regard to interruptions, disruptions
3. Be dependable and meet commitments
  - a. Do what you say you are going to do
  - b. Meet due dates set as service levels or ad-hoc project/task dates
  - c. Deliverables match the agreed scope for the task and timelines for delivery
  - d. Set commitments based on agreements with stakeholders
4. Provide excellent customer service
  - a. Find a way to say “Yes.” Work with our customers to find innovative ways to meet their needs.
  - b. Represent all of IT Services to our customers
  - c. Deliver effective and secure solutions that meet customer expectations and service levels
  - d. Utilize feedback as a standard tool to stay on course
5. Improve quality in our processes and solutions
  - a. Simplify processes and reduce procedural obstacles
  - b. Embrace change as the bridge between where we are and where we want to be
  - c. Adapt first to common solutions where possible and customize where necessary
  - d. Review, document and learn from our successes and mistakes
  - e. Support a culture of continuous improvement
  - f. Utilize existing tools and processes effectively
  - g. Celebrate our team successes
  - h. Follow our Responsible Use Policy

6. Align decision-making with campus and department strategic plans and guiding principles
  - a. Evaluate options and deliverables against plans, principles and shared goals
  - b. Seek consensus utilizing input from the team; defer to service owner if consensus is not reached
  - c. Support decisions once made in order to achieve shared goals
7. Focus on self-improvement and professional development
  - a. Explore new technologies and methodologies through training and independent research
  - b. Celebrate our personal successes
  - c. Share your knowledge with others to enhance learning