

# *Office of Information Technology*

## *“Our Values Foundation”*

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### **CUSTOMER SERVICE**

We are driven by our customers' needs and technology enables us to meet those needs. We listen to our customers, research all available solutions for their changing business needs, communicate with them frequently, and help them achieve their goals and objectives.

### **ACCOUNTABILITY**

We are good stewards of the trust and resources that have been placed with us. We base our decisions on sound business practice and good judgment, and strive for quality and timely technology solutions. We take ownership for our actions.

### **TEAM WORK**

Teamwork produces the best results in creativity, innovation, and opportunity. We value the ideas and recommendations of our customers, employees, and partners. It is through efficient work collaboration tools that we collect and act upon these ideas

### **OPEN COMMUNICATION**

Communication is the lifeblood of an organization. Ours is open, two-way, and responsive. Each of us must take the responsibility to actively participate in an exchange of information and sharing of ideas with our staff, co-workers, management, and leadership.

### **THE INDIVIDUAL**

Our employees are our most valued assets. We treat one another with respect, fairness and equality. We strive to maintain a learning environment with opportunities to increase professional growth, knowledge, and stimulate creative thinking. We share a sense of family.

### **DIVERSITY**

We value a diverse workforce because it broadens our perspective and motivates us to keep an open mind and to encourage new ideas.

### **EMPOWERMENT**

We believe in our people, and strive to provide them the tools they need to best serve our customers. We believe in empowerment and the value of our customers and workforce to make sound decisions. Empowerment means acceptance of responsibility for taking the initiative and being accountable for results.

### **TRUST**

We are honest with one another and with our customers. Compassion and integrity underlines who we are and what we do.

### **QUALITY**

We believe in achieving the highest level of quality possible in our daily work. Our credo is 'strive for excellence in all spheres of our work through continuous improvement'. This is our commitment. This is our philosophy.

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