DRAFT Guiding Document for the New IT Organization
For review during the IT “All Hands” Café, April 23, 2004
IT Culture, Values & Symbols Team

PURPOSE

UC Santa Cruz creates, disseminates, and uses knowledge through research, instruction, and public service. Information is the raw material of knowledge. The IT organization advances and applies information technology for the benefit of the university and society.

CORE VALUES

INTEGRITY
We keep our promises as individuals and as a unified IT organization. Individual and organizational integrity are interdependent.

SERVICE EXCELLENCE
We deliver the best service possible, consistent with the sustainability of the IT enterprise and community.

STABILITY AND INNOVATION
Because the IT organization has both a supporting and leadership role, we provide reliable services and encourage innovation.

COLLABORATION
We develop and sustain partnerships with the university community to meet individual and institutional goals.

OPENNESS
Since we depend on each other's intelligence, we listen respectfully and are able to speak freely and candidly.

ADAPTABILITY
We are motivated by initiative and feedback, and embrace an imaginative process for thoughtful and responsible change.

ENVISIONED FUTURE

What we might hear about our new IT organization, 10 years into the future.

OUR CLIENTS WILL SAY:
• Our computers always work - they never break.
• They understand me and I get what I need.
• IT provides leadership and embodies a truly creative learning organization.
• Everything functions harmoniously.

IT EMPLOYEES WILL SAY:
• I have a clear understanding of the connection between my work on projects and the campus purpose.
• I’m a member of a quality organization that delivers important services.
• Management is flexible and supports work-life balance.