



## We are an IT organization providing...

- reliable services and support for the faculty, staff, and students who make UC Santa Cruz an institution of educational and research excellence
- a dynamic catalog of services responsive to our clients' varied technology needs
- enthusiastic people who produce extraordinary results
- strategic planning and technical direction for successful integration of new technologies
- innovation and leadership in information technology services
- seamless delivery of services to the campus community across multiple platforms
- opportunities for the campus to communicate with alumni, parents, friends, and the global community by making our work more visible and accessible

## We value a workplace where...

- our success is measured by the success of our clients
- independent thinking is fostered and collaborative partnerships are the norm
- people listen respectfully and are able to speak freely and candidly
- mistakes become learning opportunities
- clearly identified and varied career paths are offered
- individuals know that they can truly make a difference
- people are promoted and rewarded based on their skill and dedication to providing a high standard of service
- a healthy work-life balance is possible
- staff are provided training and mentoring to work effectively with others and to keep pace with rapidly changing technology
- both stability of services and innovative solutions are vital
- people feel free to express themselves and have fun

## We value people who...

- care about each other, the quality of our services, and our clients' satisfaction
- recognize and welcome diversity
- are committed to a strong work ethic and strive to excel
- lead by example
- treat each other with dignity and mutual respect
- give credit where credit is due
- demonstrate candor, insight, and adaptability; and thrive in a challenging environment
- are confident about their abilities and optimistic about the outcomes of their efforts
- find enjoyment in their work and are team players

## We aspire to be known as an IT organization that...

- has the highest standards of ethical conduct
- provides superior quality service to our clients by anticipating their needs, responding to their feedback, and enabling them to work in harmony with IT
- attracts the best people, who flourish in a stimulating environment
- has leaders who embody the highest values of the organization
- recruits, retains, and promotes a diverse workforce
- people can trust, because we keep our promises
- communicates effectively within the division and beyond
- flows as one interconnected unit, continually enhancing knowledge and services in response to the campus community
- respects diversity in the quest for knowledge