

# CORE VALUES

## RELIABILITY

We shall aim for “five nines” reliability in all core services

## SECURITY

We shall identify and remediate all cybersecurity risks within our capacity to address

## COLLABORATION

We will lead through shared governance and by leveraging community knowledge and assets

## ROBUSTNESS

We will build and maintain a “no limits” infrastructure that meets or exceeds users’ needs and expectations

## INNOVATION

We shall seek and implement innovative solutions that meet the core goals

## TRANSPARENCY

We will frequently communicate our progress - including successes and failures - both internally and externally

## RESPONSIVENESS

Our services will be responsive to users’ needs and delivered in an efficient, courteous, and timely manner

## PROFESSIONALISM

We will promote professionalism in all that we do through training, recognition of achievement, professional advancement, and collegiality

## USER-FOCUSED SERVICE ORIENTATION

We will adopt an ITIL-based, customer-focused IT service delivery enterprise that takes the greatest possible advantage of shared services