IT Tenets

The IT Tenets are the principles we live by and the standards that make us successful.

Business Process Change

a) When people are engaged they will be part of the solution and drive change
b) Partner with all aspects of the business to understand the processes and impact on the people
c) Document process, and not just the technology
d) Understand and consider the organization's capacity for adopting change
e) Expect resistance to any change so plan for managing it

Common Sense

a) Know your scope before making commitments
b) Solve the problem; no more no less
c) Always have a back out option
d) "I didn't know" is not an excuse
e) Learn from your mistake
f) Simplification and standardization
g) Don't re-invent the wheel. Reuse. Steal shamelessly

Communication

a) Focus on clear, concise, and organized communication
b) Seek first to understand your audience then communicate within their frame of reference
c) Communicate the "What's in it for us?" message
d) Organize your thoughts before you reveal your thoughts
e) When finished, your point should be obvious to the other person
f) Never send an email message in anger

Continuous Improvement

a) Proactively drive for continuous improvement at all levels of the organization as a part of our member / owner culture
b) Don't be afraid to work yourself out of a job
c) Measure performance/progress with metrics that indicate business value

Customer Service

a) Know your customer – build relationships and understand their business
b) Deliver on mutually agreed upon expectations / commitments
c) We must be responsible and honor commitments in the small things before being entrusted to manage commitments in the large things

Enterprise

a) Maintain an enterprise perspective by providing solutions leveraged by all but recognize local needs that drive business value
b) Implement efficient and effective governance around data, process, and projects
c) We are an integrated company, and must consider strategies of all operating companies.
d) Being common requires compromises

External Business Partners

a) Manage all vendors as business partners and hold them accountable to clearly defined SLA
b) Don't take short cuts or "easy way" – knowledge transfer takes time, effort and patience
c) Never let your vendors manage you

Finance and Value

a) Make the ROI of IT partnership visible
b) Base IT Investment decisions on business strategy
c) Structure IT costing model to facilitate adoption

Innovation

a) Invest in innovation that creates value and return
b) Look for, and reward, all innovations aligned to business strategy . . . big and small
c) Allow the team some time to innovate
d) Reward for innovation

IT Systems

a) Align IT solution to enable business needs
b) Flawless execution through flawless governance
c) Do unto the lab before you do unto production
d) Think big, start small, scale rapidly

Leading Members

a) Lead with integrity; lead by example
b) Build collaborative teams with talented, agile members
c) Treat our members as our most critical asset
d) Measure your success by your team's success
e) Foster your knowledge, be willing to share
f) Establish decision making transparency
g) Celebrate success

Member Development

a) Focus on member engagement and development
b) Develop Sales and Marketing skills to articulate business value
c) People are our most important asset
d) When it comes to your career path, numbers and money follow, they do not lead

Strategy

a) Look at the big picture and develop achievable plans and goals targeting key initiatives to reach business value
b) Strategy requires business understanding of the Why and expected outcome
c) Not everything comes with a set of instructions . . . we'll figure it out