Process focus
Projects are qualitative and quantitative investments in transformation.
Process brings us from chaos to consistency.
Why do it?
• Increase value across the institution.
• Create a culture of project management.
• Improve investment decisions in IT.
• Enable and support technological innovations.
How to do it?
• Create scalable, flexible processes.
• Focus on the problem we are solving.
• Socialization strategy on tools and practices.
What is success?
• Realizing and measuring benefits.
• Enterprise culture shift.
• Growing appetite for change.
• Improved maturity in project management practices.

Enterprise architecture
The tangible blueprints for the building of seamless systems.
Why do it?
• Build client trust. Improves brand.
• Reflects positive organizational culture.
• Measure regularly.
• Focus on employee engagement.
• Develop trusted alliances.
• Seamless process.
How to do it?
• Continuous improvement approach.
• Collaborative design thinking.
• Engage your audience.
What is success?
• Processes need to improve as a result of maturity increase.
• Consistent results.

Metrics
Tracking our value journey to One I.S.
Why do it?
• You can't manage what you don't measure.
• Measure, plan for change, implement change, evaluate. Rinse and repeat.
How to do it?
• Develop high-level performance goals for department, to ensure IT Services is working on the right things at the right time.
• Engage stakeholders.
What is success?
• Make us ready for any changes or surprises.

Leadership
A unified team is our strongest asset.
Why do it?
• Cooperation driven by mutuality of interest in a shared vision.
How to do it?
• Leaders need to model the behaviour that they want their staff to emulate.
What is success?
• Open, respectful, and honest discussions among all colleagues leading to more effective IT services.

People investment
"You made us fall in love with IT."
Why do it?
• A unified team is our strongest asset.
How to do it?
• Add employee engagement to your strategic and annual plans.
• Promote internally.
• Invest in partnerships with people in the organization.
What is success?
• Role based jobs.
• Annual development plan for each employee.
• Focus on well-being.
• Metrics on recognition awards.

Customer service
Seamless experience.
Why do it?
• Build client trust. Improves brand.
• Reflects positive organizational culture.
How to do it?
• Continuous improvement approach.
• Collaborative design thinking.
• Engage your audience.
What is success?
• Everyone knows the what/when/why for all ITS initiatives.

Stewardship
ITS is always busy, but is it effective and efficient?
Why do it?
• Engage a professional enterprise architect.
How to do it?
• Align the organization.
What is success?
• Measures of maturity increase.

Planning
All the people who support our systems will work together in a seamless fashion.
Why do it?
• Ensure alignment from individual contributions to long-term strategic plans.
• Make us ready for any changes or surprises.
How to do it?
• Consult, create, and continuously improve long term plans.
• Use long term plan as anchor to annual departmental/individual plans.
What is success?
• Every completed task is directly linked to a long-term initiative.
• We are nimble enough to change plans as needed.

The university makes IT decisions, not the IT department, to ensure IT Services is working on the right things at the right time.

SFU