IT Services Practice Charter

Bringing our University’s values to life

1. We see one another as people and take the time to become aware of the needs of our colleagues: with empathy, we build strong connections by taking care with the words we use and how we use them.

2. We share responsibility to seek and provide feedback: we collectively create a safe environment where contributions and constructive challenges are listened to and valued.

3. We are curious to learn: we improve by reflecting upon both our successes and our mistakes, we feel this honesty and transparency is a strength not a weakness.

4. We all have untapped potential: by working to devolve decision making and create opportunity to experiment, we share ideas and knowledge across functions and levels.

5. We cannot know where conversations or relationships will lead as not everything that matters is tangible or quantifiable: we value the insights and knowledge that come from our connection with one another as much as the things we deliver together.

6. We believe everyone does better when we can see the bigger picture: we are at our best when we can feel connected to one another, can give and receive help and appreciate the efforts of others.

7. We value inputs from colleagues: we are open to ideas and receptive to suggestions or concerns, we work to keep communication and engagement channels open.