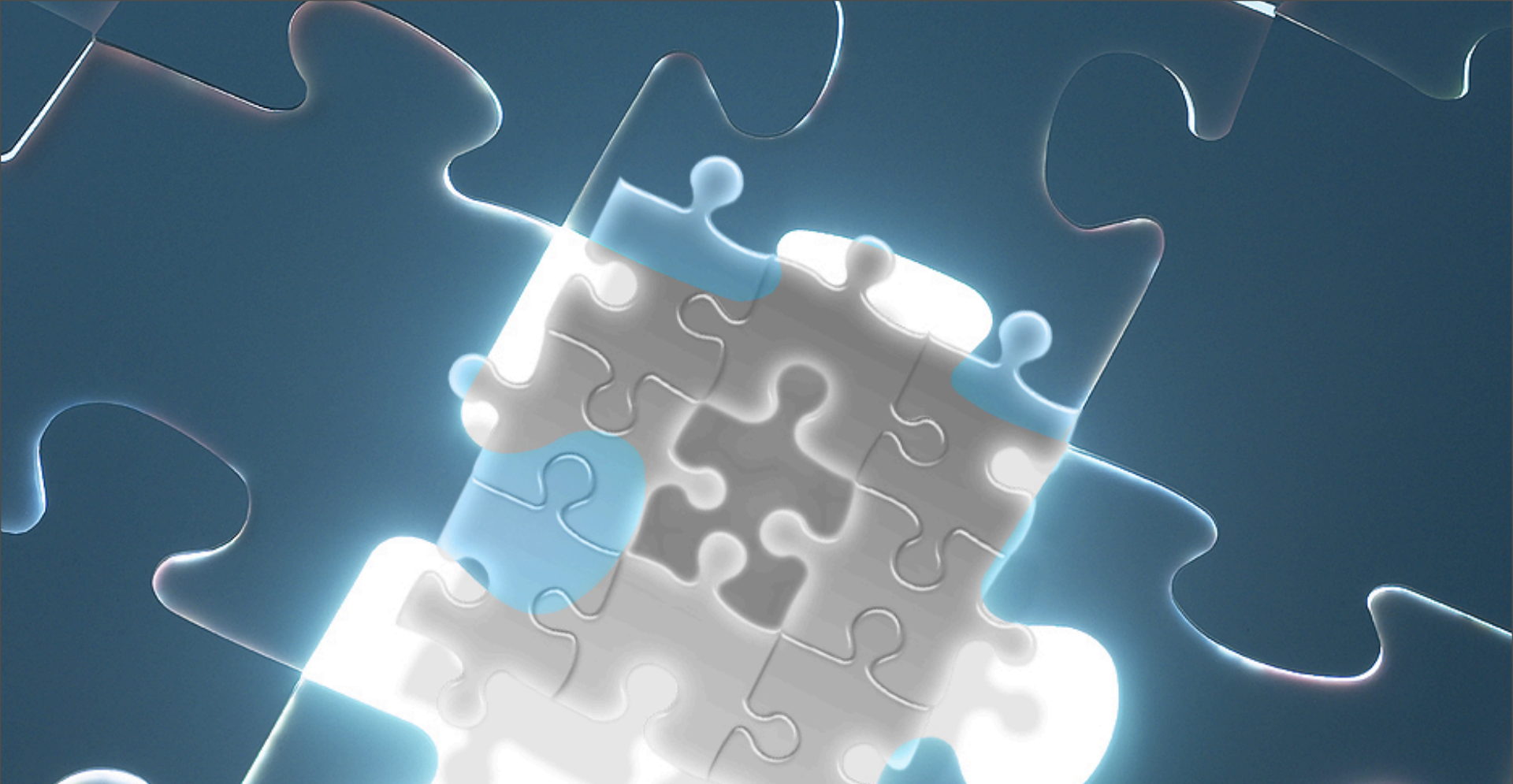


All Staff Gathering

9/11/07

- Agenda
 - Welcome
 - “30 Days” Discussion
 - Brainstorming
 - Housekeeping
 - Storage and Security
 - Vehicle Use
 - Time Sheets
 - Next Meeting



Exploring CCIT ...the first 30 days.

*“We shall not cease from exploration.
And the end of all our exploring
Will be to arrive where we started
And know that place for the first
time.”*

T.S. Elliot 1943



Discussion Points

- My Method
- The Questions Asked
- The Feedback
- Our Next Steps





Method

- 90 Days Worth of Questions and Conversations
- In-Person/Phone/Video Conference
- Who?
 - IT Staff
 - Departments
 - Community



5 Questions Asked

1. How Have We Performed in the Past?
2. How Are We Performing Today?
3. What Do We Do Well?
4. What Do We Need to Improve?
5. What Do You Want to See From Us in the Future?





The Feedback

Everything is based on a distillation of the responses I received from you as well as each of the other entities I interviewed...

- Successes
- Challenges
- Future Vision



Warning – No Punches Pulled...



Successes

- We are talented folks with a good deal of knowledge.
- As individuals, we are helpful and attentive.
- We provide services on a shoestring.
- Most of us are dedicated to what we do.
- We are innovative.
- We have good infrastructure.
- We are here because we want to be.
- We can change direction well.
- IT staff is up-beat.
- We are characters.



Challenges

- We can be technology elitists.
- We are often hard to contact.
- We don't communicate well.
- We are lax in many of our administrative procedures.
- We are "break/fix".
- We don't get back to folks.
- IT staff can't develop or grow.
- We lack documentation.
- We have disparate technologies that are not well connected.
- We lack a shared common goal, mission, plan.
- We lack data for change.
- We are not a team.



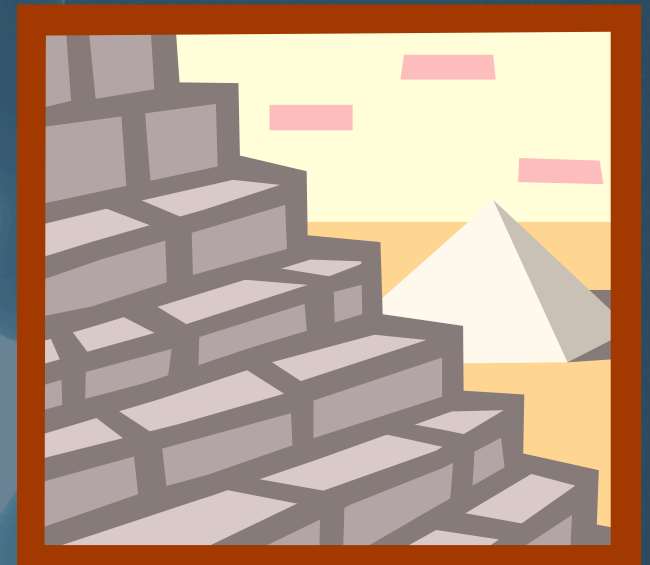
The Future of CCIT ?

- Administrative Policy, Procedures, and Accountability
- Tactical Capacity
- IT Staff Development
- World Class Customer Service
- Superior Communication at All Levels
- Thorough Project Planning and Delivery
- Data Drive Decision Making
- Shared Vision and Goals
- Measurable Results
- System's Thinking and Design
- Team Based Problem Solving
- Transparent Administration



Our Next Steps

- We have identified our strengths and weaknesses, now we can move forward to build a foundation for the future.
 - The Bent Pyramid
 - The Train is Leaving
 - The Design Team
 - Our First Brainstorm





The Bent Pyramid (Foundations)

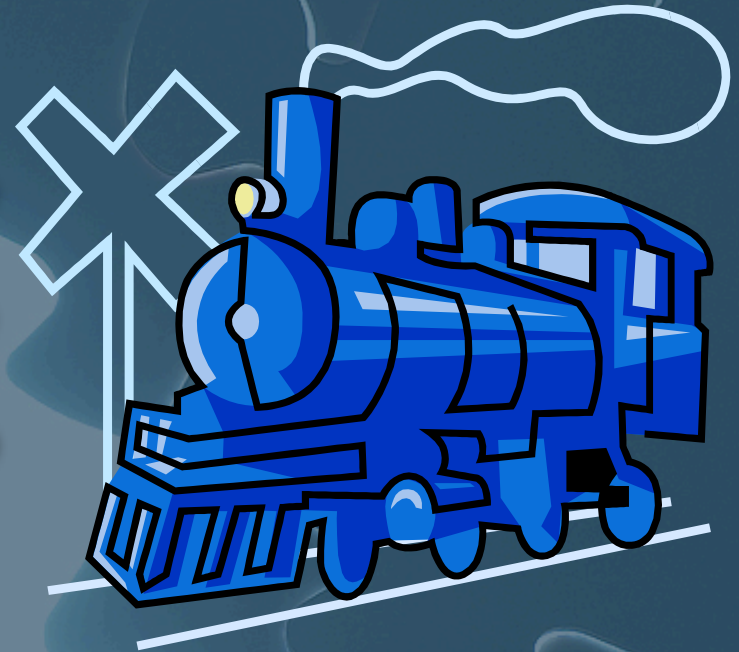




The Train is Leaving (Participation)

Everyone has a choice about where they want to be when the train leaves the station...

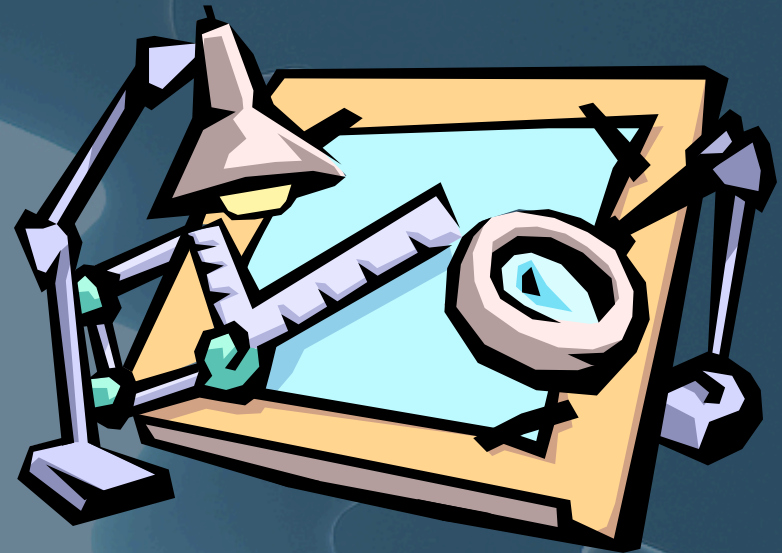
1. Are You on the Train ?
2. Are You an Engineer ?
3. Are You a Passenger ?
4. Are You a Cow?





Future's Design Team (Methodology)

- Goals
 - Develop a Vision and Mission for IT
 - Identify Short Term "Burning Imperative(s)"
 - Build a Long Term Strategic Plan
- Who Is Involved?
 - All of You!
 - Small Teams → Large Group
- Communication
 - Input and Feedback
 - Transparent





Staff Brainstorm

- How to Brainstorm:
 - Focus on Quantity
 - No Criticism
 - Unusual Ideas are Welcome!
- Outcome:
 - Ranked List of Ideas
 - DT will integrate as part of the IT Mission and Vision.





Today's Question

What are the fundamental values and beliefs that should guide us on our day-to-day interactions with each other and our clients?



Final Thought

“If a man is called to be a streetsweeper, he should sweep streets even as Michelangelo painted, or Beethoven composed music, or Shakespeare wrote poetry.

He should sweep streets so that all the hosts of heaven and earth will pause to say ‘here lived a great streetsweeper who did his job well.’”

- Martin Luther King, Jr.