# Work Process Principles

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## 10 Principles guide our work process

### *1. One IT Department*

We work as one IT department - We are flexible and we do whatever it takes to deliver for IT on behalf of customers and we will collaborate with and work in partnership with others internally and externally to deliver for the community.

### 2. Reliability

We design and build for reliability - service continuity is critical to this agency and also makes services easier to maintain. We make changes in a manner which ensures there are no surprises for anyone.

### 3. Mobility

We deliver services for mobility - in a consistent manner which allows our customers to consume them regardless of location, time or device choice. In most cases this means "browser based" is our delivery mechanism of choice.

### 4. Work with our Customers

We will endeavour to work with our customers to ensure a common understanding of what is reasonably achievable and deliverable within the context of our services, resources and budgets.

## 5. Decisive and Innovative

We are decisive and innovative - we are prepared to learn - we make informed decisions and we stick to them unless the facts change. We do not prevaricate and welcome discussion on our decisions.

## 6. Empower

We empower each other - we ensure everyone gets credit for their contribution - we require our staff to develop and build their skills, experience, profile and career. We will also empower our customers through our tools, support and advice.

## 7. Simplify

We reduce complexity and simplify processes - IT is a "service" for our customers and needs to be as simple as possible to use and support. We actively seek feedback from our customers on how to improve.

## 8. Value

We do what adds value well, we eliminate unnecessary work and really prioritize projects and activities that add value.

## 9. Standardized Systems and Processes

We serve the majority with standardized systems and processes avoiding unnecessary cost and suboptimal use of resources. We prioritise the use of "off the shelf" solutions where possible and we routinely retire and update legacy systems.

## 10. Security

We provide appropriate, sensible security for our information assets, balancing the need for access and usability with the need for protection.

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