

**Common
Vision**



**Shared
Governance**



**Joint
Accountability**



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Connect. Collaborate. Create.

#TKF18

What I Have
Observed:

**Different People
Different Context**

Similar Issues



What Surprised Me:



The network
The level of trust around security
The talent pool



What Defines ITS:

**What are our
core values that
we live by at
work?**





Service and Operational Excellence

We strive to deliver high-quality service to all of our clients across the University of Toronto. Innovation and excellence drives our initiatives and client service every day.



Creativity and Critical Thinking

We are inspired by creativity and curiosity in our work. We strive to be innovative and agile – using critical thinking to make effective decisions and leverage our resources efficiently. In the process, we encourage different perspectives and consider many alternatives.



Teamwork

We are cooperative, collaborative and work with all of our colleagues to meet the goals and objectives of the University. We value effective communication, knowledge sharing and are open to different perspectives and expertise. We are inclusive and treat each other with respect, fairness and kindness.



Shared Leadership

We demonstrate shared leadership skills in decision-making, prioritizing and interacting with others. We have a strong commitment to achieving our goals, and we lead through empowerment, encouragement and appreciation of the others' strengths.



Culture of Learning

We nurture a culture of learning to ensure we are continuous learners and explorers in the dynamic and ever-changing field of IT. This enhances our personal and professional growth, and maintains our ability to be innovative and creative in our work.

First 180 Days

1. Team Alignment & Cultural Change
2. Build & Launch Education & Awareness Team
3. Cyber Security
4. Deliver Inflight Initiatives
5. Redefine / Re-orient UofT's role in Kuala Student Roadmap & Delivery Model
6. Manage Relationship with Senior Stakeholders

What's Next

- Organizational Development
- Strategic Planning
- Collocate Space
- Network Support
- O365
- Academic Toolbox
- Hybrid Cloud
- Shared SOC
- ISC
- Education Awareness
- NGIS
- SAP
- ITSM
- Research Support

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Thank You

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