

Overview

This two page document sets out the DOTComm Strategic Guiding Principles. These principles fall into two categories:

- **TRANSFORM:** These principles drive our technology future and lay out the vision for consolidated, cloud based, interoperable services that can transform County and City government service delivery.
- **RUN:** These principles are the bedrock of quality service delivery. These practices ensure a stable, secure and supportable technology environment that runs consistently.

Philosophy

We serve Douglas County and the City of Omaha. As such, we deliver services to them based on a consumption based model. DOTComm Management, Service Owners and Project Managers divide their work into three portfolios: Douglas County, City of Omaha and Shared Services (Formerly "Enterprise").

Foundation

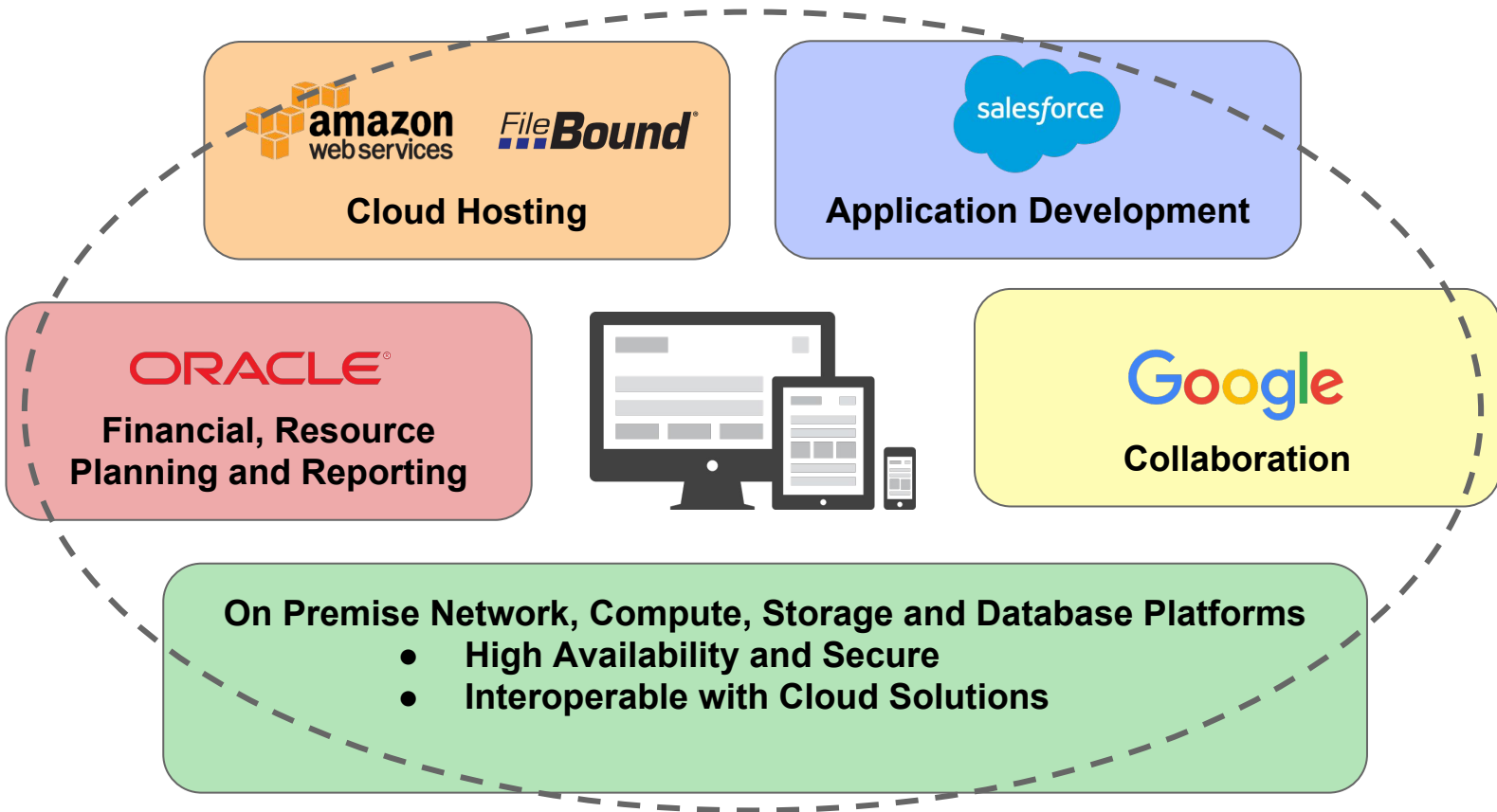
These principles are guided by our organizational foundation:

- **Mission:** *Deliver quality and cost-effective technology services to our clients in order to better serve our community.*
- **Vision:** *Transform IT service delivery for Douglas County and the City of Omaha and be recognized as a leader in government IT management.*
- **Values:** *Commitment to Client Success, Accountability to Each Other, Value to Our Community*

TRANSFORM

- Principle #1: All technology implementations should utilize Strategic Shared Services Platforms whenever possible.
- Principle #2: If a Strategic Shared Services platform is not appropriate, a Managed Cloud solution that is interoperable with our Shared Services platforms should be chosen.
- Principle #3: Give preference to solutions that work on any device, enable mobility and incorporate social media capabilities.

Strategic Shared Services Platforms



RUN

- Principle #1: We will achieve Service Level Agreements and Customer Satisfaction standards.
- Principle #2: We will take all appropriate measures to ensure Stable, Secure and Supportable operating conditions as efficiently as possible.