



# IT Principles

## IT Operating Principles

Operating principles are a group of statements that serve as decision-making filters for managing technology to meet an organization's business needs. They are based on corporate values that are consistent throughout the organization. IT operating principles provide a guide to an end goal, allowing for flexibility in the choice of solutions. The following IT operating principles are based on the city's core strategies:

1. **Support the City's Strategy** – initiatives and projected benefits will be linked to the city's desired strategic outcomes and the initiatives established by the Strategic Initiative Teams (SITs) and the Strategic Coordinating Group (SCG).
2. **Customer Service Oriented** – we will be proactive and prevent problems, while focusing on engaging and understanding the needs of departments, and support them to provide an optimal experience for citizens, businesses and visitors.
3. **Engage in Systems Thinking** – understanding interrelatedness between processes and technologies will guide our planning, problem solving, decision-making, and resourcing actions to enable innovation.
4. **Achieve Multiple Positive Outcomes** – we will seek to provide solutions that benefit multiple constituents in a timely and cost efficient manner.
5. **Create an Accurate, Positive Community Image** – we will create a positive perception of ComIT through consistently positive experiences and quality services.
6. **Create Relationships and Partnerships** – we will build positive internal and external relationships, and encourage collaboration.
7. **Ensure Sustainability** – we will treat all city assets entrusted to us as if they were our own, and we evaluate all new and existing goals, plans, policies, programs and activities in the context of sustainability.

