VISION
Trusted leader and technology partner of choice

MISSION
Advancing Washington's technology strategies and services

GUIDING PRINCIPLES

- People first
- Customer focused
- Service driven
- Lead with integrity
- Deliver quality solutions

GUIDING PRINCIPLES

Customer focused	Lead with integrity	Deliver quality solutions	People first	Service driven
▪ Partner with our customers to define and govern shared technology solutions ▪ Collaborate to serve our customers as a team ▪ Listen to all feedback and act decisively to make improvements ▪ Communicate consistently with purpose and clarity	▪ Foster trust by demonstrating transparency, accountability and sound financial stewardship ▪ Accept responsibility and ownership for actions and results ▪ Maintain the highest standards of governance, ethics and social responsibility ▪ Engage stakeholders to pursue key solution trends in technology	▪ Provide technology solutions that are secure, resilient and sustainable ▪ Lead statewide strategy, policy and architecture ▪ Leverage economies of scale to reduce cost ▪ Deliver seamless operations through collaboration and communication ▪ Support agency technology project delivery	▪ Respect and value our colleagues and stakeholders ▪ Build and nurture collaborative relationships ▪ Champion a culture of creativity, innovation and continual learning ▪ Encourage an action-oriented, empowered and accountable workforce	▪ Be reliable, responsive and predictable ▪ Promote a spirit of respect, a sense of urgency and a focus on results ▪ Deliver on our commitments to meet our customer's needs ▪ Communicate regularly and clearly about changes, enhancements and options