

Strategic Planning Session

Advisory Council

Strategic Plan Questions

Where are we now

- Mission
- Values
- Strengths, Weaknesses, Opportunities, Threats

Where are we going

- Competitive Advantage
- Vision

How will we get there

- Strategic Objective
- Strategy
- Actions

Where are we now:

Mission

- We are dedicated to providing innovative technologies and support to our customers through competitive services that deliver measurable value

Where are we now: Values – We are . . .

- Guided by the customer's needs for the services we provide and the delivery of value to the enterprise
- Providing technology and service leadership for our customers
- Competitively focused on price, quality, reliability, and customer satisfaction
- Accountable to ourselves and our customers to deliver on our commitments and are transparent in our actions
- Actively seeking and respectful of the views of others
- Focused on continuously improving our knowledge, technologies, and services
- Professionals; Highly-skilled, adaptable, and committed to getting the job done
- Committed to recognizing and celebrating accomplishments

Where are we now:

- Strengths
- Weaknesses
- Opportunities
- Threats

Open for Discussion!

Where are we going:

- Competitive Advantage
- Vision
 - The information technology partner of choice for agencies in the State of Washington

How will we get there

- Strategic Objectives
 - Financial
 - Customer
 - Operational
 - People
- Strategy
 - Match strengths with opportunities
- Actions