
Guiding Principles

Guiding principles were developed by the IT Strategic Planning Committee. These principles provide a broad philosophy that influences the actions and beliefs of IT. Guiding principles are equally important and are listed in no particular order below:

1. **Student Experience:** Remain laser-focused on student needs. Every technology initiative and solution should consider the student experience.
2. **Communication:** Communicate the right message using the appropriate channels in a way that is understandable to the intended audience.
3. **Culture of Collaboration:** Find creative ways to collaboratively engage and meet end-user needs. The first response should never be “no,” but “yes, and.”
4. **Professionalism and Integrity:** Work hard, treat customers with respect, and consistently deliver innovative support and services. Maintain expert-level knowledge through access to the right resources, training, and tools.
5. **Security:** Protect SMC’s data and information from unauthorized use, destruction, and disruption. Security is everyone’s shared responsibility.
6. **Transparency:** Communicate well—share why IT initiatives are important, how they will be conducted, and when they will be completed.
7. **Ease of Use and Accessibility:** Deliver technology solutions that are intuitive and accessible for all students, faculty, and staff.
8. **Equity:** Work to ensure that SMC students, faculty, and staff have equal access to technology services and support regardless of location or technical proficiency.
9. **Resourcefulness:** Stay open-minded to deliver cost-conscious and collaborative solutions that leverage existing resources whenever possible.
10. **Product first:** To minimize risk and impact to the district, seek to address future needs with commercially available products and services. Only develop internally when no viable alternatives exist.
11. **Cloud:** Prioritize cloud solutions when possible to improve scalability, flexibility, and business continuity.