**MISSION**

The DoF IT Services team provides technology solutions that enable the Division of Finance to engage and serve parents, students, university and external stakeholders with exceptional financial services.

**VISION**

The DoF IT Services team will become a valued, trusted, and reliable technology business partner throughout the University of Pennsylvania community.

**GUIDING PRINCIPLES**

Customer needs drive every action we take  
Services and products are high value, high quality, and secure  
Strive for simplicity and efficiency  
Consider innovation and best practices  
Everything we do is compliant and consistent with Penn’s mission

**VALUES**

Reliable and Trustworthy  
Collaborative and Communicative  
Innovative and Objective  
Flexible and Adaptable  
Transparent and Accountable

**STRATEGIC GOALS**

DoF customers are satisfied with the technology and services provided by DoF ITS  
The legacy DoF and SRFS computing environments are differentiated by software applications only  
The DoF ITS team embodies the necessary breadth and depth of soft skills and technical know-how to support DoF customers and stakeholders  
DoF ITS business processes, DoF technology contracts, third party services and vendors are managed in a consistent, comprehensive fashion  
DoF technologies and services are secure, easy to use, innovative, and considerate of best practices

**STRATEGIC ACTIONS**

1. Enhance and elevate customer service levels  
2. Harmonize DoF and SRFS computing environments  
3. Increase DoF ITS team knowledge sharing and soft/technical skills  
4. Improve DoF ITS business operations  
5. Define and execute a technology roadmap with evaluation pipeline that considers best practices

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