

DTS Staff Values and Commitments

(A supplement to the [SVVSD Handbooks](#))

Enriching Education
through
Communication • Service • Teamwork

Purpose

At DTS, we believe we represent the best of St. Vrain Valley Schools. Every day—in everything we do—we strive to live our values of communication, service, and teamwork in order to serve our students, staff, and community. We all work to keep each other accountable for living up to these values.

To help us continue to maintain our unique culture as new folks join our team, we've created this document to outline our common understanding of how our values look and feel when we live them day-to-day. By putting our values—and people—first, we know we can be more flexible, creative and successful in everything we do.

*"Just as ripples spread out when a single pebble is dropped into water,
the actions of individuals can have far-reaching effects." Dalai Lama*

How We Show Up

We strive to bring our best self to work every day. We take the initiative, do a little extra, and exceed expectations. We are flexible and adaptable and understand that work will ebb and flow and priorities may change mid-stream.

Workday

To maximize teamwork and collaboration, we in DTS work in-person with schedules to support the operations of our schools and departments. That being said, we are a flexible organization that supports each other and our busy lives. Each person commits to coordinate with supervisors and their team when they need to make changes to their hours, work location, or schedule.

Time Off

To promote the health and well-being of our department and the district, we take time off to rest and recover when feeling under the weather and we notify supervisors as soon as possible.

When taking discretionary time off, we coordinate with our team and supervisor to ensure the team can continue to provide excellent service and support for the district's students and staff. We do our best to avoid taking time off during high-priority district and department events, including:

- First weeks of school (August)
- First weeks of state assessment periods
- Graduation
- Scheduled outage days
- Department retreats

Online Learning Days (formerly Snow Days)

We are fortunate in St. Vrain to have resources available to continue to work and learn from home on days when inclement weather prevents in-person learning.

When there is a possibility of inclement weather, we make sure we take home equipment that will allow us to work from home. Those of us who spend a majority of our day directly supporting teachers and staff (such as the Help Desk, Learning Systems, and Tech Support teams) make sure we are available and attentive in the spaces our users would normally reach us, whether that's phone, ticket, email, or Webex.

How We Communicate

In order to provide the best service to our district and our team, we believe that living the value of communication is key to the success of our team and the district.

Meetings

Meetings are important for us to connect, collaborate, and communicate. We all attend the regular DTS department and functional team meetings. If we need to miss a meeting for any reason, we let our team and supervisor know before the meeting begins, and we follow up by reviewing the meeting agenda and notes for pertinent information and ask clarifying questions if needed.

When we host a meeting, we ensure that the purpose and desired outcomes are shared ahead of the meeting, often by creating a meeting agenda. As participants in meetings, we commit to being fully present as collegial and collaborative contributors.

Webex

Webex is our primary tool for video and chat communication. During work hours, we respond to Webex chats as soon as possible. Because Webex is our primary way to report and respond to outages, it is important for teams who are responsible for critical systems to be accessible via Webex. In order to balance our commitment to remaining available to support each other with the need for focused work, teams may develop strategies for sharing the responsibility for monitoring spaces.

In order to stay aware of critical department news and updates, all DTS staff use these specific spaces:

- General DTS(All)
 - This space is used to make announcements to the whole department and is not generally used for discussion to maximize our team's ability to focus on work
 - You are encouraged to add reactions to posts and reach out in a separate space if you have follow-up questions

- Team Space (OPEN) and Team Space (CLOSED)
 - To support inter-department communication needs, each functional team has both an open and a closed space. During work hours, these spaces are monitored by each team.
- ! Service Disruption ! (OPEN)
 - This space is used to report and investigate potential service disruptions
 - While all DTS Staff are encouraged to be in this space, it is expected that teams responsible for critical services monitor these spaces.
- Major Incident – [*System*] [*Date*]
 - Created during Major Incidents, this space is used to inform DTS about ongoing status and actions taken to address the incident.
 - Core leadership and relevant DTS staff are added to these spaces when they are created. Other DTS Staff may choose to join.
- DTS “Remotables”
 - This is an optional space for sharing good news, bad jokes, and the availability of donuts in the break area.

Email

While Webex is our primary tool for communication within the department, we also check our email throughout the working day and respond as soon as reasonably possible.

Cell Phones

DTS staff are assigned a district cell phone. Some of us opt out of a district-issued cell phone and agree to use our personal cell phones for work purposes as well. We keep our phones with us during the day and have Webex installed and open during work hours.

How We Represent our Department and Ourselves

Words are not the only way we communicate our values. We understand that how we present ourselves and how we maintain our work environment and equipment communicates to others our respect for ourselves, others, and the work that we do.

For example:

- We know we represent our team, department, and district, and therefore we dress appropriately and professionally according to our role and customer interaction in both in-person and virtual environments.
- We work in close proximity to each other so we keep our personal spaces clean and organized. Together, we collaborate to keep our common spaces clean as well. You never know who might pop in for a visit!
- We know that when we are in a DTS vehicle, we are a highly visible representation of our district, and therefore we present a respectful, friendly, (and tidy!) image to the public. How we operate, maintain, and clean our vehicles drives the community perception of the district. And though we may be assigned a vehicle, we know this is a shared vehicle and treat it accordingly.

How We Serve

Customer experience is a top priority. We strive to exceed customer expectations and keep students top of mind in all aspects of our work.

Work Tickets

- We review our work tickets at least once a day, with some teams (for example, Help Desk and Device Support) checking tickets multiple times throughout the day.
- When working on a ticket, we include detailed notes to document progress and steps taken to address the issue. We know many folks might work a ticket and therefore we do our best to provide thorough documentation.
- When a ticket is mistakenly assigned to the wrong queue, we transfer the ticket as soon as possible. We also communicate to the receiving team to ensure there are no misunderstandings and that tickets don't bounce around without being addressed in a timely manner.
- As soon as we become aware of a VIP ticket, we send an email through the ticket indicating we've received the ticket and are addressing the issue.
- We prioritize our work to be as efficient as possible to meet SLAs while providing an exceptional customer experience.

Security

We know that in today's technology landscape, security is embedded in every aspect of our work. We are committed to our teammates, district partners, schools, and community to continuously learn and improve our security practices and operate in a secure fashion to prevent and resolve any security issues that are identified.

To ensure security remains a priority, we speak up when we identify security issues. We help bridge the gap between IT security and usability by advocating for and by helping to design systems that keep users productive while keeping systems and data safe.

We understand that we are seen as role models for cybersafe computing in schools and departments and demonstrate best practices in our own work.

Teamwork

We know that teamwork is the work and that highly functional teams are stronger than the individuals that comprise them. We are eager to build relationships by engaging in forward-facing interactions. Whether we are collaborating within our functional teams, with other teams in DTS, or with teams across the district and community, we begin with empathy and seek to understand first. We presume positive intent and strive to bring out the best not only in ourselves, but in our teammates as well. We appreciate opportunities to lean into the work, take the initiative, and bring solutions to the table. We also understand that failure is part of learning and growing and look for our next imperfect step.

In Summary

What makes DTS special is not only what we do but HOW we do it. Our goal is to be an inspiration to one another and to serve as a model of what highly collaborative, innovative, and high achieving teams can accomplish together.

TO LAUGH OFTEN AND MUCH; TO WIN THE RESPECT OF INTELLIGENT PEOPLE AND THE AFFECTION OF CHILDREN; TO EARN THE APPRECIATION OF HONEST CRITICS AND ENDURE THE BETRAYAL OF FALSE FRIENDS; TO APPRECIATE BEAUTY, TO FIND THE BEST IN OTHERS; TO LEAVE THE WORLD A BIT BETTER WHETHER BY A HEALTHY CHILD, A GARDEN PATCH, OR A REDEEMED SOCIAL CONDITION; TO KNOW EVEN ONE LIFE HAS BREATHED EASIER BECAUSE YOU HAVE LIVED. THIS IS TO HAVE SUCCEEDED.

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