



Information Management Systems

Our Vision and Mission

Having a shared vision collectively moves us to a common and agreed to future point – as a team.

It reflects the spirit and intention of what we do and connects each of us to the same:

- goals and purpose
- achievements and successes
- culture
- behaviours and expectations

A shared vision will help to ensure collective success:

- improve our ability to meet our customer needs in a timely manner
- minimize conflict & issues
- establish a common language for us to communicate with each other
- optimize resources
 - dollars available
 - staff time
- connect us to learners

IMS is directly responsible for what happens regarding the integration and use of technology in the learning process.

While we work in partnership with others to identify opportunities, needs and challenges we must continue to move forward in our work regarding our vision and in our serving of IMS' customers.



IMS' MISSION STATEMENT

Develop, execute and maintain outstanding services and service levels, which reflect the combined resources and requirements of information technology at the school and district levels.

IMS' VISION STATEMENT

Our vision for IMS demands we maintain a high level of professionalism in all of our interactions, including following through with actions that support our words.

Two separate but aligned visions have been developed for IMS - one for educators and one for administrators. The two are equally important audiences working toward a common goal - delivering learning opportunities for the students.

Education Vision

Partners in improving students' learning through the synergy of reliable technology and innovative access to the very best learning opportunities.

Administration Vision

Demonstrate leadership and support for collaborative, cost-effective and easy-to-use administrative technology to assist SD36 staff in supporting student learning.

Our Principles

Our principles reflect the “laws” we follow as we provide our services to support student learning.

TRUSTWORTHINESS. We do what we say we will do.

RESPECT. We will regard others with consideration.

FAIRNESS. We will consider, evaluate and balance all needs.

INTEGRITY. We will be honest about opportunities and challenges.

KINDNESS. We will be friendly, positive and caring at all times.

See over for our values.

Our Values

Our values represent the beliefs that we adhere to and respect as we work to support student learning. For a vision statement to be successful everyone needs to be connected to it - to understand what it means to them.

At the heart of our values is a commitment to and focus on teamwork.



OUR SHARED VALUES

PARTNERSHIP *Our positive relationships are the most important things to us.*

GOAL - Our customers will view IMS as having a valuable role in the quality and the delivery of the learning and working experience within Surrey Schools.

- We will always over deliver on reasonable customer expectations.
- We will have a positive attitude at all times.
- We will be honest and transparent in all of our interactions.
- At the heart of our vision are partnerships.
- Our success lies in our relationships.
- We are a caring service team, putting people before technology.
- Our partner's goals are our goals.
- We will only hire people who commit to IMS' shared vision.
- We are part of a learning community.
- Service delivery is first about people.
- We will be advocates on behalf of our customers.

PROFESSIONALISM *Every customer will have a positive experience when interacting with anyone from IMS.*

GOAL - Our customers will have a high level of satisfaction with all interactions with IMS.

- We will give and earn respect.
- Technology will be developed and delivered at a human scale.
- We will do it right the first time.
- We will continually make improvements.
- We are a dedicated, caring and knowledgeable service team.
- We will approach every customer need with a sense of urgency.

LEADERSHIP *We care about the user experience.*

GOAL - We will be seen as the primary and preferred resource to meet the current and future information, technology and related services needs for Surrey Schools.

- Technology transforms learning.
- We're responsible for the success of technology.
- We will coach and mentor those who use technology.
- We will coach and mentor each other.
- We will be practical (KISS), sustainable and responsible in the development and delivery of world class technology to our district.
- We will advocate for the majority (80/20).
- We will resolve issues – not handle problems.
- We will make data-driven decisions.

EXPERTISE *We transform learning.*

GOAL - We will be a team that will meet all the technical and related service needs of Surrey Schools in the present and in the future.

- IMS commits to training; you commit to knowing.
- We will be relevant.
- Technology will be efficient and will ease all administrative functions.
- We will do it right the first time.
- We will engineer for value.
- Industry standards and best practices will guide us in our work.
- We will continually improve.

A photograph of a green highlighter pen pointing to the word 'Teamwork' in a bold, black font. Below the word, the text reads: 'Work performed by a group of people with combined effort, organized cooperation, working together or a to achieve better results.'

Teamwork
Work performed by a group of people with combined effort, organized cooperation, working together or a to achieve better results.