

There are three areas that are critical to our success

We are evolving into a Service focused organization

People	Process	Tools
<ul style="list-style-type: none">•Are DIT's <i>most important</i> asset•DIT staff work very hard, but we are challenged by inefficiency•We need to work smarter, not harder•We find our people resources are over committed to customer projects and requests•A strong morale is an important key to our success	<ul style="list-style-type: none">• We are struggling with gaining efficiency through process management•We do many things well, but they are either undocumented or out of date•Our customers like us but feel as if they are "<i>rolling the dice</i>" each time they make a request•We are not consistent in our approach and/or delivery	<ul style="list-style-type: none">• We need to leverage tools that are available to us but not yet in place•We need to look at how we can automate some of our basic processes so we can free up time for other important work•We need to identify products that can help our customers improve their efficiency and processes

We need a plan to help us evolve

