



Dear Colleagues,

Significant progress has been made—2018 to present—to stabilize, modernize, and scale IT services at USC. ITS’s Digital Transformation program is well underway with the core mission to create a world-class IT organization with innovative services built for scale.

I look forward to providing you with this monthly update to brief you on key activities underway in ITS and look forward to our ongoing partnership as we continue to build and strengthen this world-class organization and the USC family.

*Doug*

Douglas Shook, Ph.D.  
Chief Information Officer

## EXECUTIVE BRIEF

Aligned with our core mission, our shared values guide our collective behavior and ultimately empower us to better serve you – our key stakeholders and customers – and enable our Digital Transformation strategy.

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### **CLARITY OF VISION | *Communicate and build a shared understanding of the vision***

Our ITS leaders will embark on a [Roadshow](#) this Fall to share the Digital Transformation vision, strategy and the new organizational structure. We also recently launched a new [Office of the CIO website](#) to serve as your primary resource for the latest information

about ITS and provide ongoing updates on our strategic plan.

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**TEAMWORK | *Work together towards shared goals and value the contributions of one another***

Our [governance structure](#) enables us to work closely and maintain strong relationships with key governing bodies, partners, and functions across the university community. To keep all of our constituencies informed, we created a [Stakeholder Toolkit](#) containing resources that provide greater detail about key initiatives – including Digital Transformation – underway at ITS.

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**ACCOUNTABILITY | *Take ownership and act to build trust within the community***

Thank you to all those that completed the Financial Services Customer Satisfaction Survey conducted at the end of Spring semester. The results provided key insights and valuable feedback that my team and I will leverage to further improve ITS customer service and delivery. Specifically, leadership identified four key focus areas – shown below – that will be used to inform our ongoing Digital Transformation efforts. I will provide an update on our action plan and ongoing progress in each of my newsletters.

- **Transparency:** Be transparent about ITS roadmap and ensure alignment of plan with USC priorities.
  - **Service Delivery:** Improve responsiveness and follow up on customer requests.
  - **Timeliness:** Better service turnaround and quicker time to resolve issues.
  - **Communication & Engagement:** Communicate proactively and in a timely, comprehensive manner - advance outreach and engagement efforts with university stakeholders.
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**EMPLOYEE FULFILLMENT | *Nurture and empower the whole person***

We are 32% through our organization transition and in support of our new ITS, we've developed a comprehensive Performance Management process – demonstrating our continued commitment to the professional growth and development of our staff, centered around organizational goals, job accountabilities, and ITS values. In addition, we will be launching an [ITS Academy](#) – a robust professional development and learning program for all ITS staff – enabling our organization to better work together and provide greater level of service to our customers.

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**EXCEPTIONAL CUSTOMER SERVICE | *Be a reliable, responsive, and trusted partner***

We are deeply committed to customer service and will continue to provide you with the information and support you need to be successful. Access our [IT Contact](#) page for leadership team information or the [ITS Support](#) page to submit inquiries.

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**KEY RESOURCES**



**Stakeholder Toolkit**

To keep you informed about the Digital Transformation initiative at ITS, and to ensure you have the resources you need to field any questions you may receive about this initiative, we've put together a Stakeholder Toolkit for you. [Learn more...](#)

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**Office of the CIO Website**

For information about any of the current ITS initiatives, advisory committees, policies, key dates and more, visit the new Office of the CIO Website. [Learn more...](#)

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**We want to hear from you.**

Ongoing feedback allows us to continually improve and refine how we support our stakeholders. Please let us know how we're doing. [Learn more...](#)

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