

Our charter is to do business by:

a method of operation which is:

needs driven

and customer directed

at an acceptable cost.

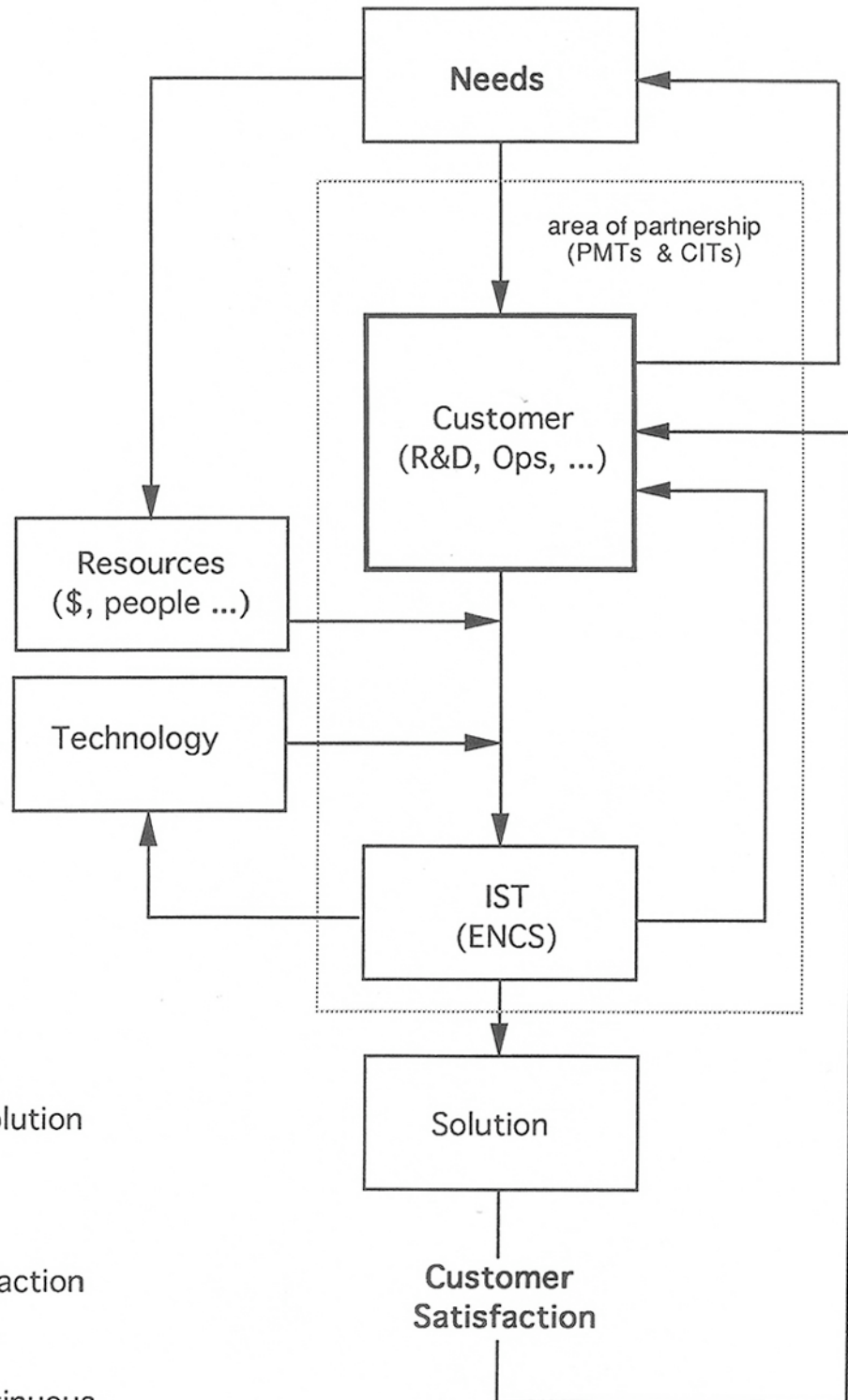
It will be leveraged by technology

and coordinated

to yield a Total Quality solution

with high customer satisfaction

in an environment of continuous improvement.




End User Computing Needs

External
Customer

- Quality 

Internal
Customer

- Minimize risk & maximize productivity, i.e. 
- $\vec{\text{Technology}} = (x,y) = f(\text{Internal Customer}, \dots)$
where x,y = known direction and magnitude

Staff

- $\vec{\text{Technology}} = (x,y) = f(\text{ANSRal}, \text{ANSRich}, \text{ANV}, \dots)$
where x,y = known direction and magnitude
- $T_{\text{Total}} = T_{\text{Reactive}} + T_{\text{Proactive}} + T_{\text{Growth}}$

| Now | Goal | |
|-----------|------------|---|
| 7.5 | 2.5 | TR = Problem Solving/Firefighting |
| 1.5 | 4.0 | TP = Problem Finding, Project Planning & Implementation |
| <u>.5</u> | <u>1.5</u> | TG = Learning, Conceptualizing |
| 9.5 | 8.0 | TT = Total time in the day |

Management

- $(\$\text{capital} + \$\text{expense} + \$\text{people}) \leq \budget
- $\text{R.O.I on } \$\text{budget} > 1$

Director
of ECNS

- An ability to listen
- Increase visibility (create "windows of participation")
- A commitment to excellence and quality
- A clear vision and leadership to make it a reality
- Technical background
- Ability to execute

