



Maricopa County

Office of Enterprise Technology

www.maricopa.gov

OET Vision

To be recognized as a first-class technology organization by the customers we serve.

OET Mission

To provide proven, innovative, and cost-effective technology solutions to County departments so they can transform their operations to best serve their customers and citizens.

OET Values

Customer Service

Driven to provide dependable, responsive, and customer centric service with consistent follow through.

Professionalism

Determined to treat others with kindness and respect and to demonstrate integrity, trust, and accountability in our actions with a positive attitude.

Communication

Resolute in our pursuit to communicate in a timely, clear, and honest manner that exhibits respect for ourselves, our customers, and our citizens.

Excellence

Committed to continuous improvement in delivering results of the highest standards.

A Message from David L. Stevens, Chief Information Officer – Maricopa County

Welcome to the Office of Enterprise Technology (OET), Maricopa County, and most importantly to the team! I cannot overstate that you are our most valuable asset and with your commitment, talent, and professionalism, we will be successful in our important work for Maricopa County and the citizens we serve. You were selected for employment and our team based on the qualities that you displayed through the recruitment process – for many years I have said that I look for four key components: “**Aptitude, Attitude, Initiative, and Talent**”. You have all of these and more!

OET endeavors to create a workplace that will foster employees’ growth and development into excellent leaders and professionals. To this end, I hope you will work in a way that is collaborative, respectful, disciplined in action, and with a sense of compassion for others. We desire to listen to our colleagues and customers to bring first-class technology and business realization – I also want to emphasize I hope it will be fun along the way!

I expect you to contribute your best each day. The keys to your success include being dependable, reliable, collaborative, supportive, excellent communicator, initiating follow-through, building trust with our customers, ownership of actions and service delivery, and following policies and procedures.

We recently completed OET’s FY14-16 Strategic Plan. It created the needed foundation to achieve our next three-year Plan; not to mention the millions of dollars we have saved and remediated the last few years.

The FY 17-19 Strategic Plan will build on this foundation and seek to further focus on the customer, digital opportunities, and enterprise maturity:

1. **Service Quality** – We will redefine how the County engages its customers and supports its employees.
2. **Service Excellence** – We will improve timeliness of service and provide greater access to service.
3. **Customer Experience** – We will enhance our products, services, and capabilities.

I invite you to read through our Plan (available at <http://www.maricopa.gov/technology/>) for greater details on how we will support the County in its mission to provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community.

Please also take time to get to know your colleagues and our customers – I very much believe we do a better job when we understand our customers’ challenges. Relationships and established trust are invaluable to you individually and OET, collectively. I look forward to seeing you grow as a professional while delivering excellent customer service and fiscally sound solutions that also enable the success of our stakeholders and citizens.

I hope you find your career at OET challenging, rewarding, and full of opportunities to make a difference.

Sincerely,