

## **Organizational Management Reflection**

Cindy Patterson, CETPA CTO Mentor Candidate

### **Outcomes**

**OrM-06.** Demonstrate a working knowledge of how to use vision, mission, and goals to direct organizational performance.

**OrM-07.** Demonstrate a working knowledge of the relationship between IT and other organizational units and the importance of service alignment.

**OrM-08.** Develop a working knowledge of what policies and procedures are required to adequately document and control the activities of an IT organization.

**OrM-11.** Demonstrate the ability to apply skills by writing a vision statement.

### **Context**

Enterprise Business Systems is my main focus at the Santa Clara County Office of Education, SCCOE. Our county office has a very small amount of students who qualify for CAASPP testing compared to an average district. The Educational Technology Group at SCCOE has spent significant time and resources assisting districts in preparing for testing and it has been an ongoing focus at the Technology Leadership Community hosted by SCCOE. For this exercise I used the CTO Unified Background document.

### **Artifact**

The artifact presented is a plan to evaluate the districts performance on the Spring 2015 CAASPP. This demonstrates several skills for organizational planning. Vision and mission statements have been created which align with the districts mission statement and goals. Objectives were identified along with critical success factors and key performance indicators. This provides a framework to us Deming's improvement cycle of Plan-Do-Check-Act.

## **Reflection**

My journey through this assignment has been one of reconnecting with some knowledge, connecting that knowledge with new environments, and some surprising correlations. SCCOE has had a published a vision statement, a mission statement, or both since I joined in 2004. Our department has also had mission statements as we morphed and reformed with different monikers and structures. One of the goals of SCCOE is “Service to Districts”. That is where the majority of my work unit’s efforts are focused.

## **SCCOE MISSION STATEMENT**

The Santa Clara County Office of Education (SCCOE) is committed to serving, inspiring, and promoting student and public school success.

## **GOALS**

- Improve student equity and reduce access discrepancies to high quality education
- Provide support to districts, communities, schools and students
- Be a premier employer
- Improve organizational effectiveness and efficiency

Completing this assignment challenged me in several ways. It is comfortable to enhance or modify an existing mission statement however more difficult to start from scratch. This experience resembled the situation for a new CTO joining an organization; a position I hope to face. As I read the CTO Unified Case Study I had to build a picture for myself of the school district and use the data as presented to understand the mechanics of the district. I had to understand CAASPP before I could move forward with vision, mission, and objectives or address the draft outline given in the assignment. While reading the material suggested on CCSS, SBA, SBAC and AB484 I better understood how complex the testing is. My group that works on business systems has always struggled to be seen as technical among the technology department. Our work is technical; it just does not include routers and PCs. Now I see the correlation with the Educational Technology group. They have similar complexities when dealing with CAASPP although in a totally different subject.

Overall this exercise helped me reconnect with the vision, mission and goal setting to create a framework. It also demonstrated these management tools in an educational environment. This helped me prepare for facing the challenge of being a new CTO in a district. Currently it also refreshed my efforts to be the best manager possible in my current position. I have scheduled a meeting with the team I manage to address our vision, mission, and goals. We will also discuss critical success factors and key performance indicators.