



## MISSION, VISIONS AND VALUES

Exhibit 1

### INTERNAL SERVICES DEPARTMENT



### Los Angeles County



#### MISSION, VISIONS AND VALUES

ISD's Departmental Mission, Vision and Values were developed with participation from all of our employees. These three fundamental factors provide a definition of our core purpose, our future destination and the characteristics we strive to achieve as an organization and as individuals. Together, they also provide the framework from which our Goals, Strategies and Objectives were developed.

##### Mission

We support the County by providing excellent in-house, contracted and advisory services in the areas of purchasing, contracting, facilities, information technology and other essential support and administrative services.

##### Vision

The ISD team strives to be valued and recognized for leadership, expertise, innovative solutions and excellent customer service.

##### Values

- **Reliability** – We can be counted on.
- **Teamwork** – We work collaboratively with others to get the job done.
- **Integrity** – We earn trust; we are accountable for our actions.
- **Customer Service** – We anticipate needs, provide effective solutions, keep customers informed and provide value that is commensurate with the cost of a service.
- **Employees** – We create an environment that develops and recognizes hard working, diverse, skilled and highly motivated employees.

#### Vision

Our **purpose** is to improve the quality of life in Los Angeles County by providing responsive, efficient, and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, businesses and communities.

Our **philosophy** of teamwork and collaboration is anchored in our shared values:

- |                   |                         |
|-------------------|-------------------------|
| ▶ responsiveness  | ▶ integrity             |
| ▶ professionalism | ▶ commitment            |
| ▶ accountability  | ▶ a can-do attitude     |
| ▶ compassion      | ▶ respect for diversity |

Our **position** as the premier organization for those working in the public interest is established by:

- ▶ a capability to undertake programs that have public value,
- ▶ an aspiration to be recognized through our achievements as the model for civic innovation,
- ▶ a pledge to always work to earn the public trust.

