University of Alaska
Office of Information Technology

Culture Shift and Steps to Accountability

Board of Regents
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Our Change Journey

"Creating an organizational culture where people embrace their accountability toward one another and toward the organization should occupy center stage in any effort to create successful organization change."

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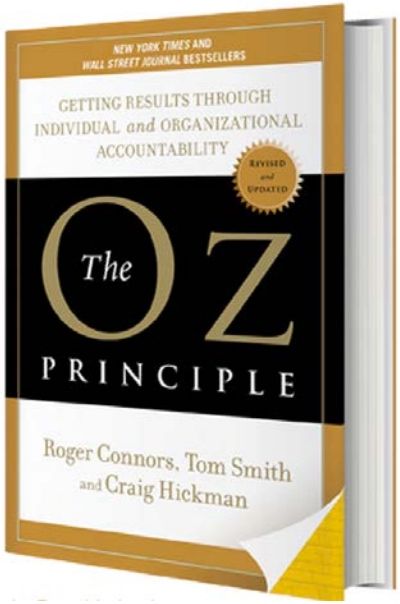
Our Change Journey

Began with the reading of “The OZ Principle”
by Connors & Smith

- Personal Accountability for your success and that of your organization
- Shed excuses
- Quit the Blame Game
- Focus on Key Results you want to achieve
- Create the culture you need to achieve those results
- Create the experiences that will lead to those results



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Tried and True Excuses

"That's the way we've always done it."

"It's not my job"

"I'm waiting for approval."

"That's not my department."

"Why didn't you ask me?"

"No one invited me to the meeting… I didn't get the memo."

"I thought I told you."

"No one told me what to do."

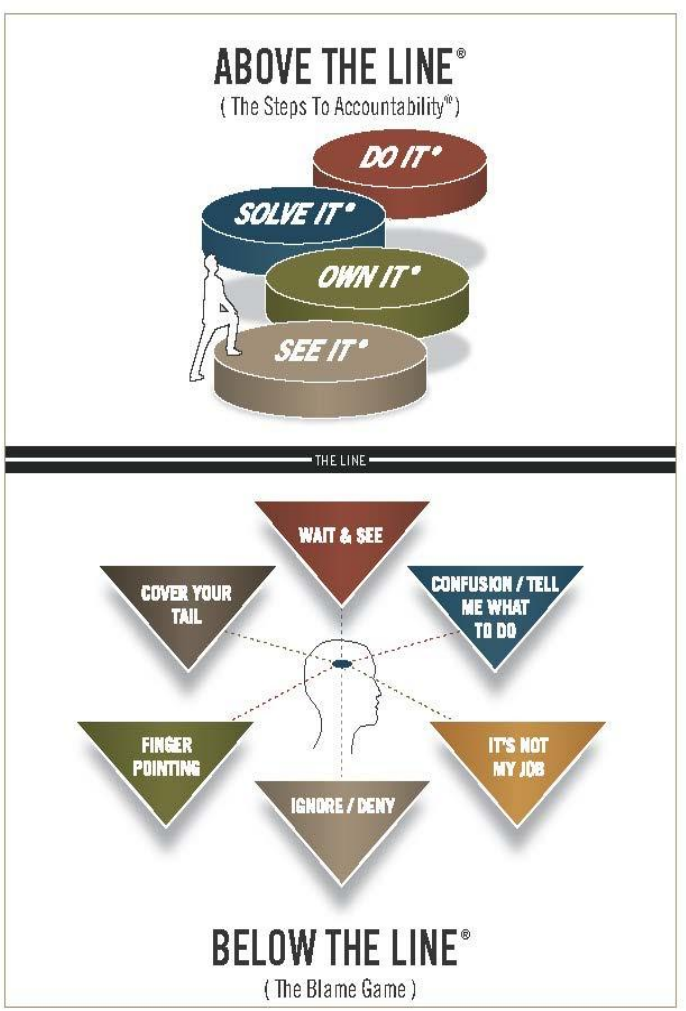
Taking Accountability

Above the Line

See and recognize the problem
Own your role in it
Solve it
Act or Do IT

Below the Line

Refusing to see the issue(s)
Acting like its not your responsibility
Turning a blind eye



Achieving the Desired Results

The results we achieve are a product of the actions we take.
The actions we take are influenced by the beliefs we hold.
The beliefs we hold are created by the experiences we have.

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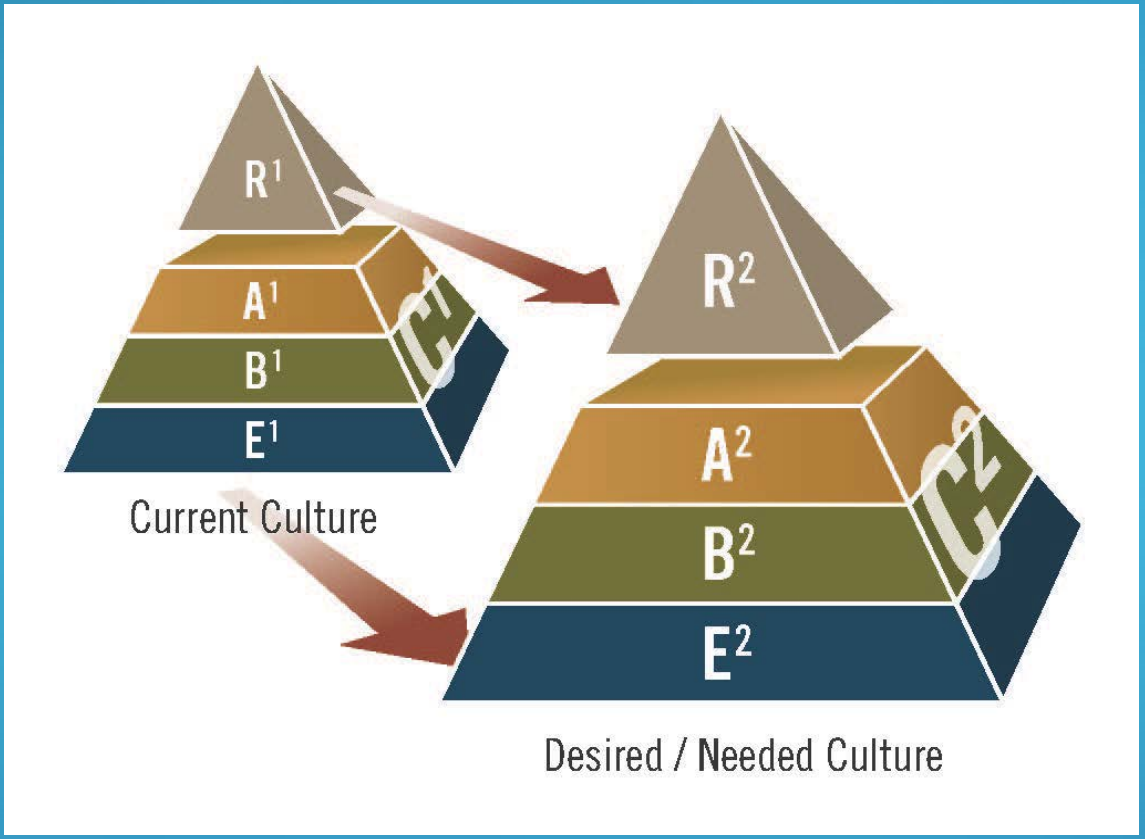
Culture Shift



Leadership and Cultural Change Development

- Entirety of OIT management participated in cultural change/ accountability training
- All OIT Staff basic accountability training
- Train the Facilitator training
  - Sustaining a Culture of Accoutability
- Continued accountability training for all

Framework for Accountability

- Focused Feedback
- Focused Accountability
- Identifying Accountability Gaps
- Focused Recognition
- Focused Storytelling

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Our Cultural Beliefs

Build Trust

I extend and build trust through my actions.

Speak Up

I communicate openly and freely to keep others informed and involved.

Reach Out

I proactively engage customers to understand their needs and provide the best solution.

Innovate Now

I enable forward-thinking to support education and research through innovation.

Prioritize Work

I prioritize work in support of OIT Key Results.

Go Team

I accomplish more by collaborating with others.

OIT Key Results

⬆ Customer Satisfaction

Cost of Operations ⬇

Problem Calls ⬇

Tech Diversions ⬇

⬆ Student Enrollment/Completion

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Questions & Comments

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