Strategy and Principles Mapping

Strategy Pillars
Following are Strategy Pillar from office of CIO.

- **Operationally Sound**
  - Well-defined processes
  - Measurable outcomes
  - Appropriately architected for stability and security
- **Customer Service Oriented**
  - Service Desk improvement
  - Focus on services as they relate to customer outcomes
  - Emphasis on “Service Management” as a competency
- **Columbia Relevant**
  - Providing true partnerships for technology solutions
  - Keeping a roadmap that considers future technologies
  - Being bold, but not reckless
  - Embracing our local innovators

Strategy and Principles
Diagram below illustrates principles mapping to Columbia University's Enterprise Principles.
As part of alignment of Columbia's enterprise portfolio, all applications are required to adhere to enterprise principles, any deviation will require proper dispensations from the IT leadership team.

**References**

*Columbia University IT Policies and Strategies*