

Operations Excellence Community Steering Team
Guiding Principles

Note: this is a living document and will be updated as needed.

- Internet2 network services have become important resources for members and it is critical for Internet2 to deliver the very best services possible.
- This is culture-shifting work within our community.
- To be successful, will need the consideration, wisdom and operational skills and knowledge that all members of this committee bring to the table in determining what is best for the community and building a platform that will be very valuable to the community.
- Results of meetings of this committee must be public.
- This group should not be put in the position of negotiating between Internet2 & Indiana University,
- This group's objective is to validate that the services and criteria discussed by Internet2 are important to the community.
- Internet2 staff can be asked to "step off" if the committee wants to discuss amongst themselves (executive session.)
- Avoid focus on parochial interests and work for common good of community. (Not a Democracy, a Republic.)
- We should think about the broad opportunity of ITSM for the entire community, not just Internet2.