What does innovation mean?

It’s a human thing:

- What we value
- How we think and behave
- Products, services we deliver
Innovation starts at home

Create the environment:
- Core mission
- Empower people
- Incentives, time, tools
Extending the reach of innovation

Building partnerships:
- Collaboration and codesign
- Understand the problem as well as the solution
- Trusted advisors, committed to customer success