



# Enterprise Technology Strategic Plan

## Our Vision

Better government through technology

## Our Mission

**Personalized Government**—Public facing services and information tailored to every constituent  
**Optimized Government**—To improve the effectiveness of staff, processes, and systems

## Our Values

### Partnership

Information Technology is seen as a strategic and dependable partner to business leadership

### Transparency

We operate in a way that builds trust with our authorizing environment and the customers we serve

### Agility

We believe true innovation comes from thoughtful experimentation and incremental development

## Goal Areas

## Goals and Initiatives

### Efficient & Effective Government

**We leverage technology to make operations more efficient and to improve constituent access to services**

- Dynamic and accessible design on all public facing web sites
- Improve web portals
  - WABOS
  - Access WA
- Common services consolidation
  - Data Center
  - Network, Wireless
- Brokered services
- Business continuity

### Accountable IT Management

**We develop trust with our authorizing environment by managing our technology assets and projects transparently and with the highest level of integrity**

- Technology Business Management
- Project delivery improvements
- Transparency dashboard
- Lifecycle management

### IT Workforce

**We recognize that our employees are our greatest asset and strive to recruit, develop, and retain exceptional staff and leaders**

- Adopt modern and competitive job class structure
- Re-imagine our management practices for tomorrow's workforce
- Enterprise workforce development strategy

### Enterprise Architecture

**We make strategic investments that can be fully leveraged to serve common business functions**

- Build EA program and discipline
- Business facing services (UBIs)
- Domain-specific work
- Naturals
- Health and human services
- General government (ERP)

### Security & Privacy

**We know our constituents place trust in us to protect and manage their sensitive information and the systems that depend on it**

- Awareness training(s)
- Update policies & standards
- Secure SDLC training

NOTE: The initiatives listed are examples and will be refined later.