**Statewide Information Technology Strategic Plan 2021-2025**

**VISION Better Government Through Technology**

**MISSION Personalize and Optimized Government**

**PRINCIPLES Leadership | Enterprise Focused | Agility | Transparency | Data Driven**

GOALS

**GOAL #1 GOAL #2 GOAL #3 GOAL #4 GOAL #5**

**Efficient & Effective Government**

**Accountable IT Management**

**IT**

**Workforce**

**Enterprise Architecture**

**Security & Privacy**

# OBJECTIVES

* Advance digital government.
* Reduce barriers to access.
* Improve customer experience across channels.
* Expand integration between systems.

# ENTERPRISE INITIATIVES

*In progress or Planned*

* Complete migration to cloud-based shared email service.
* Fully implement Enterprise M365 licensing approach.
* Implement One Washington.
* Increase access to broadband across state.
* Continue development of Master Person Index and Integrated Eligibility (HHS Coalition).

*Proposed*

* Develop digital citizen strategy to support “one government” view.
* Create shared accessibility community of practice and repository.
* Develop a statewide data management and integration solution.

# OBJECTIVES

* Promote reuse with in-creased visibility into IT assets.
* Reduce technical debt.
* Align portfolio to statewide architecture.
* Improve project out-comes with better practices.
* Support value-based analysis of IT spend.

# ENTERPRISE INITIATIVES

*In progress or Planned*

* Provide updated view of legacy applications and modernization needs.
* As part of One Washington, implement improvements to detailed technology spend data and analysis.

*Proposed*

* Design and implement enterprise configuration management strategy.
* Develop methods to identify business impact of IT spend to support savings or investment.

# OBJECTIVES

* Support a diverse, resilient workforce.
* Implement an enterprise workforce development strategy.
* Improve support for re-mote work.
* Maintain a competitive classification and compensation structure.

# ENTERPRISE INITIATIVES

*In progress or Planned*

* Develop a workforce training plan for cloud adoption.
* Create an organizational change management strategy and training plan to address new technology adoption.
* Increase availability of communities of practice.

*Proposed*

* Monitor and adjust ITPS to better support career paths and evolution of technology.
* Identify and implement inclusive recruitment and retention practices.
* Identify holistic organizational change management.

# OBJECTIVES

* Advance adoption of modern, cloud-based technologies.
* Support use of common, shared technologies across agencies.
* Align with WA Government service domains.

# ENTERPRISE INITIATIVES

*In progress or Planned*

* Establish Enterprise Cloud Computing Program.
* Update enterprise identity management strategy.
* Develop state’s enterprise architecture framework.
* Create shared hazards data sharing platform.
* Implement IPv6 across the enterprise.

*Proposed*

* Develop an enterprise integration strategy.
* Develop an enterprise data management and governance strategy.
* Assess state network in support of cloud strategy.
* Identify components and tools that can be standardized or shared across agencies.

# OBJECTIVES

* Invest in proactive cyber solutions and practices.
* Recruit and develop cyber and privacy talent in state government.
* Deploy statewide privacy framework.
* Strengthen privacy capacity in state and local government.

# ENTERPRISE INITIATIVES

*In progress or Planned*

* Create a catalog of standard security ser- vices.
* Update cybersecurity incident response processes and associated policy.
* Implement a privacy framework for agencies.
* Collaborate with local government to improve practices.
* Improve security operations and governance.

*Proposed*

* Improve disaster recovery practices.
* Develop cyber workforce initiative and associated measures.