# 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

Efficient & Effective Government

#### GOAL #2

Accountable IT Management

#### GOAL#3

**IT Workforce** 

# GOAL #4

**Enterprise Architecture** 

# GOAL #5

**Security & Privacy** 

#### **OBJECTIVES**



#### **OBJECTIVES**

Prioritized digital government, digital citizens

Implement constituent focused portals, reduce siloed portals

Reduce barriers to access

Consolidate or reuse technology solutions

Maximize the state's buying power

Increase brokered services offerings

# **OBJECTIVES**

Improve portfolio management practices and governance

Improve visibility into IT assets and alignment with EA

Expand IT spend analysis

Improve outcomes of key projects with better practices

Improve technology lifecycle management

#### **OBJECTIVES**

Support secure mobile and secure remote access

Create workforce development strategy

Reimagine management practices for a modern, remote workforce

Maintain competitive job classification & compensation structure

#### **OBJECTIVES**

Modernize infrastructure and applications using a Cloud Only approach

Develop and build out the state's enterprise architecture for technology, business and data

Increase use of shared and central services

Increase capacity to manage and share information

#### **OBJECTIVES**

Invest in statewide cyber solutions

Implement proactive security measures

Build cyber talent in state government

Build privacy capacity in state government

Support local government privacy capacity

## **PRIORITY INITIATIVES**



Implement Enterprise M365 licensing approach

Deploy M365-based shared email used across state government (and retire on-prem)

Design and implement cloud brokered service

Implement One Washington and retire agency systems

Improve disaster recovery practices

Develop digital citizen strategy to support 'one government' view Implement Enterprise CMDB

Implement improvements to detailed technology spend data capture (One Washington)

Improve cost of application data capture and reporting

Provide updated view of legacy applications and modernization needs

Improve technology spend reporting/dashboards

Monitor and adjust ITPS

Training plan for cloud adoption

Safe, remote access following post-COVID return to work

Training plan to address new technology adoption

Develop state's enterprise architecture framework

Implement enterprise cloud only architecture and supporting policies

Update enterprise identity management strategy

Identify enterprise integration strategy

Support One Washington implementation

Increase awareness and use of central and shared services

Initiate work on enterprise data strategy

Implement priority security safeguards

Develop standard privacy framework for agencies

Develop local government communication and coordination plans for security and privacy