

# Strategic Roadmap 2021-2023

		2021	Jan. 2022	2022	Dec. 2022	Jan. 2023	2023	Dec. 2023
STRATEGIC INITIATIVES	Enterprise Cloud Computing program (ECC)	Initiate ECC	Foundational accelerators	Supplemental DP for FY23 – SEPT	Scale program	Budget request for FY24-25 - SEPT		
	Identity Management	Strategy and requirements				Budget request for FY24-25 - SEPT		
	Oversight Improvement	Analysis, Plan & Approach	Project work				Oversight transformation complete JULY	
	Enterprise IT Governance		Develop framework	Charters	Implementation			
	Resident experience / AccessWA transformation	Website development		Go live APRIL				
SECURITY & PRIVACY	SOC modernization and enterprise risk management		Improve vulnerability management program	Mature incident management program	Establish Cloud Security program	Budget request for FY24-25 - SEPT	Evaluate and define Zero-Trust architecture	Adopt Zero-Trust architecture - JULY
					Advance infrastructure protection			
			Enhance network and perimeter security			Implement Audit Support & Compliance Management Program - DEC		
	Cybersecurity legislation implementation	Improve security events management		24/7 SOC - JUNE	Data governance & sharing report - DEC	Publish catalog/operating model - JULY		
			Collect, analyze and report on risks			Cybersecurity Annual Report - JULY		
			Stakeholder and agency engagement and collaboration			Report on cybersecurity audit assessments - AUG		
	Security standards and policy	OCIO 141.10 overhaul		New OCIO 141.10 - APRIL				
			Stand up enterprise security governance		Enterprise Security Governance Charter - FEB			
			Development and stakeholder work		Final TSB Approval APRIL			
SERVICES	Agency privacy framework	Local Govt. Program						
			Deploy agency privacy framework			Privacy program enhancements and metrics		
	Microsoft 365	Agency migrations (email, Vault, SharePoint, Skype)		Migrations complete - JUNE				
			Supplemental DP for M365 licensing FY23 - SEPT			Stabilize, enhance and innovate		
	GIS	Hazards Tracking and analysis enhancing geo.wa.gov					Data platform available - JUNE 30	
						Progress Report to Leg - DEC	Recommendations Report - JUNE 1	
	Telephony & Contact Center	Cloud Contact Center Analysis		POC decision - FEB				
			Teams Telephony Migrations					
	Small Agency IT Services		Enhance and Grow Small Agency Services			Budget request for FY24-25 - SEPT		

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## SERVICES

▼ Decision/milestone  
➤ Progress to date

		2021	Jan. 2022	2022	Dec. 2022	Jan. 2023	2023	Dec. 2023
Network Modernization	IPv6	➤ Agency migrations						
	Service Block Arch Network Core Lifecycle	➤ Firewall Strategy Research					▼ Budget request for FY24-25 - APRIL	
		➤ SDWAN Research	➤ SDWAN POC	▼ POC Decision - JUNE				
Voice	Centrex	➤ Engage customers to determine alternatives		▼ Future of Centrex decision - JUNE				
		➤ Research efax alternatives	▼ New eFax service begins - FEB					
	WebEx	➤ Engage customers to determine sunset date		▼ Sunset WebEx service - JUNE				
	Audio Conferencing	➤ Engage customers to determine sunset date						
M365	Decommission replaced services	➤ WA App Relay Migrations	▼ IronPort decommission – FEB. 10, 2022					
		➤ Engage customers to determine AirWatch sunset		▼ Sunset hosted SharePoint, Skype, vault - JUNE			▼ Move customers from AirWatch to Intune - JUNE	
	Shared Tenant		Agency migrations complete - JUNE	▼ Stabilize, enhance and innovate				
SAW	Features	➤ Identity Verification Research	➤ IDV Implementation	➤ Multi-lingual support across SAW				
			➤ New SAW REST API to replace SEAP API for acct. mgt.			➤ SEAP API Depreciation		
SFT	Modernization	➤ Discovery, planning and RFP	➤ Implementation			▼ Implementation target completion - DEC		
			▼ RFP Evaluation - DEC					

# Strategic Roadmap 2021-2023

## CLOUD INITIATIVES

▼ Decision/milestone  
➤ Progress to date

		2021	Jan. 2022	2022	Dec. 2022	Jan. 2023	2023	Dec. 2023
Cloud Acceleration: Enterprise Cloud Computing (ECC) program	Initiate ECC	▼ ECC Manager started - JULY ➤ Procure vendor support	▼ Support vendor started - NOV					
	Foundational Accelerators		➤ Establish initial governance and guardrails ➤ Cloud strategy document ➤ Cloud architecture					
	Scale Program	▼ Supplemental DP for FY23 SEPT	➤ Cloud Community of Practice		➤ Cloud re-training and readiness program ➤ Cloud operations model and process			
				Budget request for FY24-25 - SEPT ▼		➤ Migration planning with agencies		
Workforce Planning	Cloud Task Force E2SHB1274	➤ Task Force research and report preparation	▼ Final report due - NOV					
	Development & OCM		➤ Promote workforce planning & development ➤ Plan & support Organizational Change Management					
Enablers	Services		➤ Align Washington State Cloud (Private Cloud) with cloud strategy ➤ Network, security assessment and readiness					
	Security		▼ Launch Domain Controllers in the Cloud - AUG		▼ Budget request for FY24-25 - SEPT ▼ Establish Cloud Security Program - SEPT			

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## SECURITY & PRIVACY INITIATIVES

		2021	Jan. 2022	2022	Dec. 2022	Jan. 2023	2023	Dec. 2023
Security Operations Management	Events management	➤ Evolve to hybrid SOC model and implement advanced controls		▼ 24/7 SOC with clear roles & tools - JUNE				
	Vulnerability Management		➤ Integrate app scan, code reviews, external audits & pen testing		▼ Budget request for FY24-25 - SEPT			
	Incident management		➤ Tiered approach to incident management		▼ Model incident response plan - SEPT			
Risk & Audit Management	Risk assessment		➤ Define and conduct risk assessment		▼ Risk Report - DEC			
			➤ Develop third-party risk management program					
	Cloud Security		➤ Establish Cloud Security program					
	Compliance Mgmt. and Audit Support		➤ POAM mgmt. & proactive compliance assessment		▼ Implement Audit Support & Compliance Management Program DEC ▼ Create common compliance control framework - DEC			
Infrastructure Protection	Enhance network and perimeter security	➤ Engage agencies and expand Azure MFA usage						
		➤ Migrate VPN to Azure MFA						
	Data security management	➤ Data governance framework	▼ Report & findings - DEC					
Enterprise Security Management MFT	Standards & Policy	➤ OCIO 141.10 overhaul		▼ New OCIO 141.10 - APRIL				
	Enterprise security governance	➤ Create enterprise security governance		▼ Enterprise Security Governance Charter - FEB				
	Metrics			➤ Develop operational security metrics and key risk indicators				
Privacy Framework and Privacy Program Enhancements	Training	➤ Privacy Basics Training						
	Policies and Assessment		➤ Model Privacy Policies					
		➤ PTA and PIA creation		➤ Adoption of PTA and PIA for IT systems that use PII				