

# State Strategic IT Plan

Last updated 12-05-2022

As the state’s trusted partner and strategic technology advisor, WaTech’s [state strategic IT planning service](#) is focused on leveraging a strong governance program and industry best practices to develop and drive Washington’s Enterprise IT Strategic plan in alignment with agency and governor’s priorities.

The state IT strategy needs to support, improve and modernize the way government services are delivered to Washingtonians. Maturing the state’s strategy helps support the commitment to use innovative and transformative solutions that enable better government through technology.

The current state strategic IT plan covers 2021-2025 and includes goals around efficient and effective government, accountable IT management, IT workforce, enterprise architecture, as well as security and privacy. Although the plan covers a multi-year period, the intent is to perform an annual review and refresh.

## Intended customers

This service is intended for use by all state agencies to inform and align their individual agency strategic plans, legacy system modernization strategy, and investment strategy.

## Customer engagement

- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

## Action plan

### Current activity

WaTech recently launched an initiative to develop a new state strategic IT plan. Technology is continuously evolving, and technology strategy needs to be proactive in its formulation.

### One- to two-year goals

- Leverage the robust governance program currently in place to receive feedback from state agencies and technology leaders to inform and develop an updated state strategic IT plan for 2023-2028.
- Develop a structured approach to measure performance and provide regular progress updates on Strategic IT Plan goals through formal action planning and balanced scorecard reporting. (A balanced scorecard is a

## Helpful information

### Service category

Professional Services

### Service availability

Normal Business Hours

### Related services

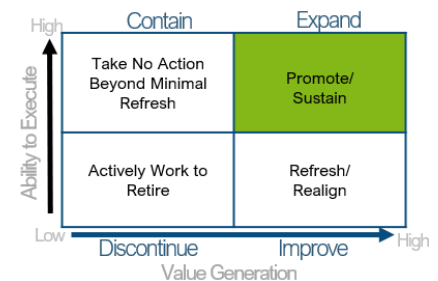
- Formal IT expenditure prioritization
- [IT Portfolio Management Education and Consultation](#)
- [Technology Business Management](#)

### How to request service

Submit a request for service through our [Customer Portal](#).

### Service owner

Deanna Brocker



management system aimed at translating an organization's strategic goals into a set of organizational performance objectives that, in turn, are measured, monitored and changed if necessary to ensure that an organization's strategic goals are met.)

**Three- to five-year goals**

- Build on published Governor’s Goals for the state and a continuous state agency feedback loop through governance and BRM channels.
- Continue to mature and refine the state’s strategic IT planning discipline and performance measurement including annual review and refresh of the plan.
- Build excellence throughout state agencies in the development of measurable business outcomes as predictors of business-driven technology success.



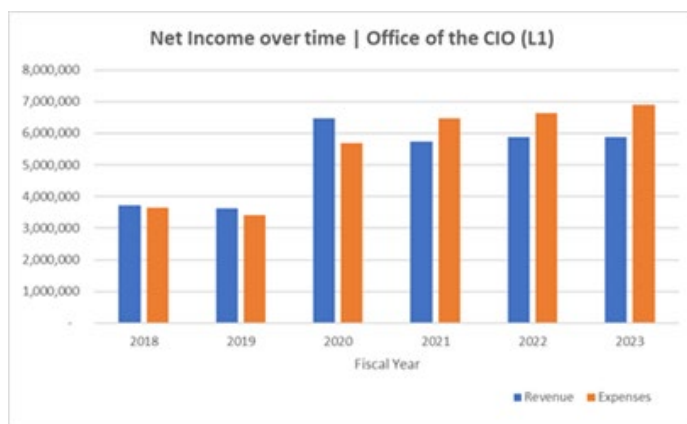
**Service review and fully loaded service budget projection**

**Revenue source**

The service is bundled and funded using revenue from the OCIO central service model.

Funding for the OCIO central service model is based on actual agency IT FTEs. OFM provides a count of actual IT FTEs. For higher education institutions (four-year institutions and the community and technical college system), only IT FTEs that support administrative functions of the institutions are counted. Instructional staff, hospital staff and other non-administrative portions of the agencies are exempted from the FTE counts. OFM maintains the source data for budgeted FTEs.

**Net Income over time <sup>1</sup>**



<sup>1</sup> Figures for FY 2018 through FY 2022 represent actuals. FY 2023 is based on projections.