



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

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

- Apptio
- Transparency dashboard
- Project delivery improvements
- 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
- Enterprise workforce development strategy
- Re-imagine our management practices for tomorrow's workforce

Enterprise Architecture

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

- Build EA program and discipline
- Domain-specific work
- Health and human services
- Business facing services (UBIs)
- Naturals
- 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)
- Secure SDLC training
- Update policies & standards

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

