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

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.

GOAL #2: Accountable IT Management

OBJECTIVES
• Promote reuse with increased visibility into IT assets.
• Reduce technical debt.
• Align portfolio to statewide architecture.
• Improve project outcomes 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.

GOAL #3: IT Workforce
OBJECTIVES
• Support a diverse, resilient workforce.
• Implement an enterprise workforce development strategy.
• Improve support for remote 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.

GOAL #4: Enterprise Architecture
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.

GOAL #5: Security & Privacy

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 services.
• 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.