



Public facing services & information tailored to every constituent & to improve the effectiveness of staff, processes & systems.

Information technology (IT) is seen as a **strategic & dependable** partner to business leadership.

We **operate** in a way that builds trust with our authorizing environment & the customers we serve.

We believe **true innovation** comes from thoughtful experimentation & incremental development.

Efficient & Effective Government



Create opportunities for operational efficiency & **improve** constituent access to services

- Consolidate common technology & services
- Pursue brokered service options
- Maximize state's buying power
- Create constituent focused portals
- Develop accessible & responsive designs
- Increase access to open data

Accountable IT Management



Develop accountability & transparency while managing with **integrity**

- Evolve portfolio management and technology business management to support decision making
- Expand transparency dashboard
- Improve visibility into alignment
- Strengthen business driven governance
- Continuously improve technology lifecycle management
- Mature project management & related practices

IT Workforce



Recruit, develop & retain exceptional technology staff & leaders

- Create & maintain a competitive job classification structure
- Create an enterprise workforce development strategy
- Re-imagine management practices to foster employee empowerment & engagement
- Create mobility friendly facilities
- Implement mobility friendly work practices
- Enhance mobile device management

Enterprise Architecture



Identify strategic technology investments to support common business needs/functions

- Build EA program and discipline
- Evaluate options for shared solutions across the state or business "ecosystems"
- Identify common business practices that can be supported by shared solutions
- Increase capacity to manage & share information
- Modernize infrastructure and applications

Security & Privacy



Find & stop security risks while **increasing** privacy awareness

- Invest in top cybersecurity talent
- Proactively assess application security
- Continuously improve state defenses
- Improve policy & standards
- Build capacity for Washingtonians to protect their privacy
- Provide agencies with tools to improve privacy practices