IT Strategic Plan

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## Statewide IT strategy

**Vision**
Better government through technology.

**Mission**
Personalized and optimized government.

**Principles**
- Leadership
- Enterprise-focused
- Agility
- Transparency
- Data-driven

## Agency IT strategy

**Vision**
The nation's best and most future ready workforce with opportunities for all.

**Mission**
We provide our communities with inclusive workforce solutions that promote economic resilience and prosperity.

**Values**
- Collaboration
- Diversity, equity and inclusion
- Innovation
- Integrity
- Investing in our people
- Service with kindness
Goal #1: Efficient & effective government

Objectives
- Reduce barriers to public access.
- Improve customer experience.

Initiatives
- Complete migration to M365.
- Fully implement M365.
- Updates to Unemployment Insurance (UI) for accessibility.

Goal #2: Accountable IT management

Objectives
- Accountable IT Management.
- Reduce technical debt.

Initiatives
- Reduce technical debt, highlight legacy applications, and modernization needs.

Goal #3: IT workforce

Objectives
- Support a diverse, resilient workforce.
- Improve support for remote work.

Initiatives
- Develop a workforce training plan for cloud adoption.
- Create OCM strategy for adoption of new technology.
Goal #4: Enterprise cloud computing

Objectives
- Advance adoption of modern, cloud-based technologies.

Initiatives
- Create a “Center for Cloud Excellence.”
- Develop ESD architecture framework for the cloud.

Goal #5: Security and privacy

Objectives
- Invest in proactive cyber solutions and practices.

Initiatives
- Create a catalog of standard security services.
- Update cybersecurity incident response policy.