Enterprise Technology Services Plan: 2021-2026

Information Technology Services (ITS) as a strategic and dependable partner to business leadership.
We operate in a way that builds trust with our business partners and the customers we serve.
We believe true innovation comes from partnerships with all technology stakeholders.

Vision: Efficient government through technology
Mission: Personalized & Optimized Government
Values: Partnership, Transparency, & Agility

Efficient & Effective Government

Create opportunities for operational efficiency & improve constituent access to services

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

IT Workforce

Recruit, develop & retain exceptional technology staff & leaders

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

Enterprise Architecture

Identify strategic technology investments to support common business needs/functions

- Leverage commercial solutions
- 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 cybersecurity talent
- Proactively assess application security
- Continuously improve state defenses
- Improve policy & standards
- Develop systems with a protection and privacy focus
- Provide staff with tools and training to improve privacy practices

Washington Office of Superintendent of
PUBLIC INSTRUCTION