



## VISION

Trusted leader and technology partner of choice.



## MISSION

Advancing Washington's technology strategies and services.



## Values

Customer focused | Lead with integrity | Deliver quality solutions | People first | Service-driven

## GOALS & OBJECTIVES

### GOAL #1

#### Champion governance and accountability.

Direct a statewide strategy to improve and strengthen the enterprise IT framework.

- Demonstrate accountability through transparency, collaboration and openness to feedback.
- Pursue effective, timely and informed decision-making.
- Leverage advances in technology to improve communication and provide greater access to data.
- Support and drive IT strategy, policy adoption and implementation.

### GOAL #2

#### Strengthen IT architecture / security.

Create secure, resilient and innovative technology solutions for the state.

- Invest in innovation to meet the current and future needs of the enterprise.
- Increase security capabilities to protect mission-critical systems and data.
- Align architecture with leading industry trends, standards and best practices.
- Improve the design and delivery of digital services.

### GOAL #3

#### Invest in culture & workforce.

Cultivate a workplace environment that is positive, supportive and meaningful.

- Attract, develop and retain a skilled and diverse workforce.
- Increase employee engagement and morale.
- Invest in people through enriched training and education opportunities.
- Prioritize and develop advancement and succession paths.
- Strengthen communications and transparency.

### GOAL #4

#### Transform service delivery.

Optimize service delivery to provide the best customer experience possible through continuous improvement.

- Increase customer service and satisfaction through consistent practices and performance.
- Enhance service management processes to streamline day-to-day operations.
- Partner with customers and staff to deliver quality IT products and services.
- Improve transparency of IT service costs.
- Adopt brokered service model and supporting capabilities.