

2026-2028 Statewide Strategic IT Plan

Guiding Principles

- Put customers first. Every employee plays a role in delivering value, being transparent, and ensuring customer success.
- Unify as one state organization: collaborative, mutually supportive, and inspired.
- Advance a digital first future with equitable access, adoption, trust, and sustainability.
- Build security, privacy, and accountability into everything we do by design and by default.
- Promote innovation and transformation of State solutions and processes through responsible automation. Innovate, transform, and automate State solutions and processes.
- Encourage efforts that result in the successful recruitment and retention of State workers. Advocate for and invest in Wisconsin's workforce talent.
- Be responsible stewards of State data. Protect customer confidence through ethical and responsible use of data.

Strategic Goals at a Glance

SERVING WISCONSIN

Tailor programs and services to resident and business needs using technology.

SECURING WISCONSIN

Securing systems and applications for the emerging threat environment.

TRANSFORMING WISCONSIN

Effectively leveraging and standardizing technology.

WORKING WISCONSIN

Encourage the growth and development of employees to leverage cutting-edge technologies.

Key Objectives by Goal

SERVING WISCONSIN

- Use automation to personalize services and direct citizens to the programs and services they need.
- Incorporate citizen input in the design and delivery of government programs and services.
- Utilize programs and services to increase community wellbeing.
- Design interfaces that are intuitive and accessible to end users.
- Increase citizen access to digitally provided state government programs and services.

SECURING WISCONSIN

- Bolster whole-of-state efforts to enhance cybersecurity.
- Modernize or retire legacy technology.
- Design and deploy systems and applications that are inherently secure.
- Enhance education, information sharing, and relationship building amongst cyber professionals and partners.
- Support technology that enables continuous verification of access to systems and data.

TRANSFORMING WISCONSIN

- Shift IT performance measurements to outcome-based metrics.
- Modernize, standardize, and automate technology delivery.
- Drive continuous improvement and innovation across the enterprise.
- Establish data as a secure, shared asset to enhance business outcomes.
- Enable interoperable systems for secure and seamless data and service sharing.

WORKING WISCONSIN

- Build resilient and innovative career pathways that consistently attract, develop, and retain skilled professionals in competitive technology domains.
- Develop workforce capabilities that consistently deliver secure, reliable, and rapidly adaptable digital services.
- Ensure all roles have baseline fluency in data, automation, security, privacy, and AI to improve how services are designed and delivered.
- Support an environment where continuous learning, reskilling, and capability development are embedded into how work is performed.

For More Information

det.wi.gov/Pages/Strategic_Planning.aspx