

WISCONSIN STRATEGIC IT PLAN



2024 - 2026

Accomplishments

The State of Wisconsin's executive branch has made enormous strides in serving our immediate customers, and through them, Wisconsin residents and businesses. These accomplishments, from the prior two years, showcase the critical roles that information technology plays in supporting the prosperity of all Wisconsinites.

Some of the changes made were streamlining workflows, enhancing security measures, maximizing use of existing data, and creating solutions that enhance service and program delivery. These advancements ensure that Wisconsin remains at the forefront of technological progress, adapting to meet the evolving needs of its citizens.

2022 – 2024 GOAL: SERVING WISCONSIN

Embrace self-service and digital-first service delivery through modern technology.

Objective 1: Ensure all individuals have equitable access to digitally provided State government services.

Objective 2: Promote the voice of customers in enhancing program and service delivery.

Objective 3: Foster a data-sharing culture where open data is readily available to empower State leaders and the public to make data-driven decisions.

- Department of Administration's (DOA) MyWisconsin ID: Integrated 12 new single sign-on agency applications, adding over 17,000 new registered users that simplifies interactions for citizens and promotes digital engagement and access to all government services.
- DOA's BadgerNet Broadband Initiative: Addressed broadband needs by signing a cost-saving contract and awarding grants that improved broadband services to 105,000 locations statewide.
- Public Service Commission's (PSC) Internet Discount Finder: Launched an internet finder website to help households in rural areas find affordable internet options. It also provides various program types of support to increase the potential of an internet discount.
- Department of Health Services (DHS) Genesys Customer Callback: Implemented Genesys Callback functionalities for Milwaukee Enrollment Services (MilES), improving member experience by reducing queue abandonment, wait times, and mobile minute usage.
- DHS Substance Use Treatment Enhancement: Introduced FDA-approved digital therapeutics from Pear Therapeutics for substance use disorder treatment, piloting this technology across recovery sites in Wisconsin.
- Department of Safety and Professional Service's (DSPS) Licensing Dashboard: Created public-facing dashboard, providing stakeholders with real-time insights into the Department's license and credential application processing times. This interactive dashboard displays review times based on categories such as Health, Business, Trades, specific professions, and timeframes. The metrics from the DSPS Licensing Dashboard indicate continuous process improvements within the Department, with license review times decreasing significantly. This resulted in a net increase of 20,000 licenses in 2023.
- Office of Governor Evers AccessGov Citizen Engagement Builder: Streamlined the process for constituent feedback and requests utilizing the State's AccessGov platform. Implemented "Assistance Request" and "Voice an Opinion" forms so constituents can easily submit their feedback online, which is then automatically transmitted and categorized within the Governor's Office Customer Relationship Manager (CRM).

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- DCF's Registration Fee Project: Enhanced access to childcare for low-income families by implementing a Full-Time/Part-Time Registration Fee initiative within the Division of Early Care & Education.
- Department of Children and Families' (DCF) Child Care Provider Portal (CCPP): Developed as a comprehensive resource, the solution details the availability, location, and types of childcare services regulated under various programs. The dashboard empowers parents to make informed decisions about childcare options, ultimately improving the quality-of-care children receive. Since its launch, there has been a 15% increase in parent engagement with childcare services, as evidenced by higher usage rates of the dashboard. The geospatial dashboard has also facilitated informed decision-making regarding employee distribution, contributing to a 2% increase in the number of State employees living outside Madison within the first year of implementation.
- Department of Workforce Development's (DWD) Unemployment Insurance (UI) Modernization: Modernized its UI system, leveraging cloud infrastructure and predictive analytics to expedite the evaluation of UI claims. The initiative, undertaken in partnership with Google Cloud, enhances the responsiveness and efficiency of unemployment insurance services, benefiting citizens experiencing job loss or economic hardship. The use of comprehensive data models and predictive analytics improves decision-making and resource allocation, ensuring timely support for individuals and families in need.
- DSPS's Enhanced Prescription Drug Monitoring Program (WI ePDMP): Launched the WI ePDMP to provide healthcare professionals with comprehensive data on monitored prescription drugs dispensed in the state. The implementation of this program offers timely information for prescription decisions, contributing to safer patient care. The impact includes faster processing times, improved patient matching capabilities, and an enhanced user interface. The program aids in preventing opioid abuse and overdose deaths, enhancing public safety and constituent well-being.
- DHS's ACCESS Modernization Project (AMP): Created the AMP to a mobile platform, modernizing eligibility determination for assistance, benefits application, HMO enrollment, and more. This new platform has improved service delivery and enhanced user experience for constituents accessing health and human services. This modernization has increased efficiency and accessibility, allowing citizens to access vital services more conveniently.
- DHS's Wisconsin Cancer Reporting System (WCRS) & Wisconsin Immunization Registry (WIR): Promoted interoperability and recognized for excellence in public health data collection by the CDC and the North American Association of Central Cancer Registries.
- Department of Transportation's (DOT) Wisconsin Federal Discretionary Grant Awards Dashboard: Developed an interactive dashboard to enhance transparency and clarity on federal grant awards for transportation infrastructure projects across the state, including municipalities, Native Nations, and airports.
- Department of Revenue's (DOR) Tax Administration: Modernized the DOR Tax administration process, which not only enhanced constituent satisfaction but also streamlined tax-related processes for businesses and individuals, with an average processing time of fewer than five days for income tax returns. The precise tax revenue forecasting provided policymakers with reliable data to inform budgetary allocations and resource planning, ensuring efficient utilization of public funds and effective delivery of essential services to residents.

Accomplishments

SECURING WISCONSIN

2022 – 2024 Goal: Secure State systems and data by refining strategies to mitigate risk for individuals and other key stakeholders, including operational changes due to unexpected events.

Objective 1: Pursue statewide efforts to strengthen cybersecurity and enhance risk mitigation practices.

Objective 3: Improve Zero Trust and Application Security.

Objective 2: Expand the State's cyber incident response capabilities.

Objective 4: Enhance education, information sharing and relationship building amongst cyber professionals and stakeholders statewide.

- Federal Cybersecurity Grants: Secured an \$18 million grant from the State and Local Cybersecurity Grant Program (SLCGP) to enhance cybersecurity in local governments, rural areas, school districts, and critical infrastructure through system security improvements, operational interoperability, and cybersecurity training.
- Cybersecurity Plan: Created a State Cybersecurity Plan accepted by the Federal Emergency Management Agency (FEMA) that comprises information on the State's security policies, procedures, and remediation plan concerning countermeasures. This plan ensures the integrity of operations and the security of the State's critical assets.
- Multi-Factor Authentication (MFA) Strategy: Released a strategy and roadmap to implement MFA across State systems, significantly reducing the risk of unauthorized access and protecting constituents and business services from cyber threats.
- Security Information and Event Management (SIEM) Tool: Implemented a new SIEM tool to enhance threat detection by analyzing and responding to security threats before they impact State operations.
- Cyber Response Team (CRT): Added members to cyber response team which is nationally recognized as part of the State's response to major cyber incidents by analyzing threats, performing assessments, and exchanging critical cybersecurity information.
- Governor's Cybersecurity and Women in Cybersecurity Summits: Hosted annual events attracting over 400 attendees from the private and public sectors to learn about evolving cyber threats and trends.
- Alignment with National Institute of Standards and Technologies (NIST) and Center for Internet Security (CIS) Controls: Conducted annual reviews of security policies, standards, and procedures, with NIST and CIS Critical Security Controls. Key strategies include regular assessments of the enterprise's security posture through penetration testing, vulnerability scans, and leveraging partnerships.
- Homeland Security Council (HSC) Cybersecurity Subcommittee: Created to improve the State's ability to respond to significant cyberattacks that adversely affect the State's ability to deliver critical services, protect confidential data, and secure critical infrastructure. This allows for heightened levels of coordination, information sharing, and emergency response capabilities.

Accomplishments

OPTIMIZING WISCONSIN

2022 – 2024 Goal: Modernize State agency legacy data and technology assets to achieve greater efficiency and effectiveness in delivering government services and operations.

Objective 1: Prioritize investments in current and emerging technologies to accelerate sustainable, scalable modernization of legacy, outdated technologies.

Objective 3: Utilize business process improvement practices to achieve greater agency productivity and efficiency.

Objective 2: Strengthen vendor management practices to encourage wider usage of solutions that align with DET’s enterprise architecture, including cloud services, where demonstrable efficiencies can be gained.

Objective 4: Encourage a common user experience for individuals across agencies.

Objective 5: Replace paper-based services with digital-first services whenever practicable.

- Cloud Brokerage Review (CBR): Increased efficiency by reducing processing time from 33 to 24 days and increasing submissions, enhancing the process for assessing the compatibility, integrability, and security controls of proposed cloud solutions.
- Biennial Budget System Modernization: Improved budget workflow, reducing processing time from more than five hours to approximately 20 minutes for 62 State agencies.
- DCF’s Child Support CCAP E-Filing Interface: Replaced manual access with an automated interface, streamlining document filing and communication between child support agencies and circuit courts.
- DCF’s Supporting Youth and Children (SYNC): Streamlined the referral process and communication for group care providers with the consolidation of placement records, automating referral documentation, and integrating with Wisconsin’s automated child welfare database and case management system (eWiSACWIS). This application improved efficiency in placement management and minimized duplicate records.
- DCF’s Spanish Language Support for Childcare Applications: Extended language support for approximately 200,000 Spanish-speaking individuals, fostering inclusivity and equitable access to services.
- DOA’s eBuilder Construction Project Management System: Launched to standardize facility related project management processes, increasing productivity and accountability.
- DOA’s E911 Implementation: Ensured State employees can reach 911 call centers promptly and provide accurate location information for first responders using new digital collaboration tools.
- DOT’s Mapping Applications Modernization: Established a GIS open data portal, fostering transparency and collaboration by providing access to authoritative agency data.
- Department of Employee Trust Funds’ (ETF) Data Governance Framework: Established a Data Governance Council and a Data Steward Center of Excellence, enhancing data security and usability.
- DHS’ Enterprise Data Warehouse/Data Analytics Reporting (EDW/DAR): Consolidated health program data into a single source, streamlining management and improving data privacy.

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OPTIMIZING WISCONSIN

- DOA's Vendor Management Program: Enhanced and strengthened our vendor partnerships through strategic business reviews and collaborations, increasing efficiency and leading to cost re-allocation opportunities in the last fiscal year.
- Department of Corrections' (DOC) Mobile Surveillance and Telemedicine Upgrades: Implemented mobile surveillance, telemedicine, and video visitation system upgrades, expanding digital documentation capabilities.
- DHS' LTC Provider Management Integration: Centralized provider enrollment and management within the Medicaid Management Information System (MMIS), improving decision-making and care quality.
- DHS' Caseworker Policy Analysis Automation Tool: Leveraged large language models to answer policy questions, reducing manual workload and enhancing caseworker efficiency.
- DOT's Profiler Data Migration Project: Migrated roadway conditions data to the cloud, improving operational efficiency and resilience within the Pathways Bureau.



Accomplishments

WORKING WISCONSIN

2022 – 2024 Goal: Adopt practices that strengthen Wisconsin’s State government workforce.

Objective 1: Connect State IT recruitment efforts with goals identified in agency Diversity, Equity, Inclusion, and Belonging (DEIB) plans and leverage State resources to address gaps.

Objective 2: Increase employee mobility and flexibility.

Objective 3: Encourage “Anywhere in Wisconsin” hiring for positions that can work remotely.

- Governor’s Task Force on Workforce and Artificial Intelligence (AI): Analyzed the current and future impact of generative AI on Wisconsin’s labor market and industries with members from labor, IT, state workforce, and private sectors.
- Registered Apprenticeship Initiative: Expanded to build the local talent pipeline through partnerships with local schools and colleges, offering structured on-the-job training paired with classroom instruction.
- “Anywhere in Wisconsin” Recruitment: DOA IT vacancy rates fell from 6% to 4% after DOA began utilizing ‘Anywhere in Wisconsin’ remote hiring practices.
- State Transforming Agency Resources (STAR) Geospatial Data Dashboard: Developed to increase transparency around workforce initiatives described in Wisconsin’s *2030 Vision*.
- Cyber Workforce Initiative: Addressed workforce challenges highlighted in 2023 reports by National Association of State Chief Information Officers (NASCIO), showcasing efforts in wellness, diversity, equity, inclusion, and belonging, IT job classification studies; and the cyber workforce website.
- Workforce Innovation: Bolstered Wisconsin’s IT workforce through innovation grants, new apprenticeship pathways, and attracting companies that support an innovative workforce.
- DOA’s Enterprise Management Development Academy (EMDA): Encouraged and supported IT professionals preparing to be new and aspiring managers for leadership roles in State service. The program includes projects, fostering cross-agency networking, skills training, allowing for an interconnected culture in leading change.