

WISCONSIN STRATEGIC IT PLAN



2024 - 2026

Strategic IT Plan Goals



SERVING WISCONSIN

Provide an exceptional customer experience that is accessible to all individuals.



SECURING WISCONSIN

Continue efforts to best secure and mitigate risk to state systems and data.



TRANSFORMING WISCONSIN

Transform government programs and services through its people, processes, and technology.



WORKING WISCONSIN

Cultivate and promote a strong, collaborative workforce to make the State of Wisconsin an employer of choice.

Transforming Wisconsin

Transform government programs and services through its people, processes, and technology.

The State of Wisconsin is undergoing a significant transformation in terms of how government programs and services are provided, and the public now expects to engage digitally with government. Over the last decade, the State has worked with a private-sector partner to modernize many of its websites and applications and has transitioned to an enterprise resource planning system that replaced dozens of outmoded information systems. This transition continues today, as many legacy information systems are integrating more modern features and platforms. Continuous improvement also remains a key focus of DOA and the enterprise. DOA's Continuous Improvement program works to enhance workflows and processes so the State can make government work better, faster, and more efficiently.

And we should not forget the importance of automation. The advancement in generative AI is ushering in a new era where information systems can interact with residents using natural language searches and other AI functionality. These improvements, along with other automation efforts, can reduce the burden of tedious, manual processes so that staff can stay focused on enhancing the customer experience and performance.

OBJECTIVE

Strengthen data governance and privacy practices to support the State's continued technological transformation.

OBJECTIVE

Leverage data, tools, and automation to increase public engagement with State services.

OBJECTIVE

Invest in current and innovative technologies to accelerate fiscally sustainable modernization.

OBJECTIVE

Synergize tools, technologies, and processes to proactively promote collaboration and business outcomes.

Transforming Wisconsin

Strengthen data governance and privacy practices to support the State's continued technological transformation.

With the use of generative AI and other automation processes, the underlying data used to support these programs and the quality of that data is important, and a greater focus on data, privacy, and records management practices is needed. The wider proliferation of data used in evidence-based decision making and the integration of data into data warehouses are examples of other use cases where data governance and records management is critical.

To further this effort, the Governor's Task Force on Workforce and AI suggested the creation of an Office of Data and Privacy within the Department of Administration that would be tasked with the creation of an enterprise data governance framework and supporting efforts to ensure the appropriate collection and safeguarding of data. Strong data governance and privacy practices, as well as streamlined records management, all serve as the critical prerequisite underpinnings in order for government digital transformation to be successful^{xviii}. In the 2022 – 2024 Statewide Strategic IT Plan, one of the benchmark initiatives included the development of a data maturity toolkit^{xix} for agencies. This toolkit included common definitions and an explanation of different data maturity models to enable agencies to evaluate and utilize a data maturity model for data governance and management.

The increased usage of generative AI by the State will also result in the creation of AI-generated records, implicating new records management, privacy, and data governance opportunities that must be addressed in order to safeguard the State's data assets and create sound risk management practices in the new digital era.

Transforming Wisconsin

Leverage data, tools, and automation to increase public engagement with State services.

The State of Wisconsin is moving forward on several major modernization projects which will fundamentally change the way the public is able to engage with the State. A broad example of this can be found in call center modernization efforts underway at several agencies. By modernizing the underlying technology and leveraging additional automation methods, such as generative AI, agencies can make significantly more information available to employees answering calls, making the call experience more valuable to residents seeking information. Additionally, chatbots and enhanced web applications can provide increased self-service opportunities.

Utilizing generative AI can significantly increase the value of call center encounters, as AI can suggest responses, write a summary of the call, and automatically capture analytics that could previously only be gathered manually. Within the State, generative AI is viewed as an adjunct and complement to human workers by automating simple, repetitive tasks so employees can focus on higher-level work that provides the greatest business value.

From a legal standpoint, the State Legislature has begun to address some of the legal issues^{xx} raised by generative AI, but the legal landscape is complex and evolving rapidly. On an operational level, the State will continue to develop policies, standards, and best practices for AI through an interagency technology governance workgroup^{xxi} proposed through the Governor's Task Force on Workforce and AI.

The Department of Workforce Development's Unemployment Insurance ("UI") modernization program and the Department of Children and Families' Child Support ("KIDS") modernization projects are replacing legacy systems with limited functionality with cutting-edge solutions that will make better use of program data, increase the amount of information in the hands of end users, and provide a more user-friendly experience for end users. Other examples of leveraging State public data may include the creation of data dashboards or the posting of public records online to provide better public access to State records and improve transparency of government.

Transforming Wisconsin

Invest in current and innovative technologies to accelerate fiscally sustainable modernization.

DET is working closely with the State Bureau of Procurement and agencies to identify areas where the State can reallocate resources and operate in the most efficient manner possible. As an example, the DET Vendor Management program was able to identify more than \$1 million in resources that were reallocated, allowing the State to make better use of their fiscal dollars. The State has also established enterprise contracts, where appropriate, to encourage agencies to leverage volume pricing and decrease the unique instances of a specific product that the State must support and manage. The State is also using existing forums to collaborate during the product selection process to ensure that the solutions chosen meet the State's needs and can be deployed in a safe, secure, and responsible way.

Through strategic investments in emerging technologies, the State of Wisconsin is providing a framework to ease modernization for executive branch agencies. The utilization of a new enterprise container service is one example of a technology that will greatly enhance the State's ability to effectively deploy, update, and manage applications throughout the enterprise.

DET is also working with executive branch agencies to develop and deploy enterprise strategies and roadmaps to guide development and maturity of technology usage in several areas. The most prominent example of this is the forthcoming development of a cloud strategy and roadmap. While the State of Wisconsin previously adopted the federal government's "cloud smart" posture^{xxii}, there have been numerous requests for a more granular strategy that outlines the State's direction in the usage of cloud technology.

With the State Public Service Commission establishing a goal of 97% of homes^{xxiii} having access to at least one broadband connection by 2025 and nearly all Wisconsin homes having broadband access by 2030^{xxiv}, residents in historically underserved and unserved counties will have the same access to State careers as people living in Madison and Milwaukee. Through the most recent round of federal funding^{xxv}, the State of Wisconsin will receive \$1 billion in funding to continue its work to connect all homes and businesses in Wisconsin to broadband internet.

Transforming Wisconsin

Synergize tools, technologies, and processes to proactively promote collaboration and business outcomes.

Successful transformation requires technology, processes, and people to work in harmony to select, implement and execute new technology. To foster innovation and solve business problems, the State is creating forums where employees can work collaboratively across departments and business functions to share ideas and best practices. The State is establishing centers of practice, working groups, and customer advisory groups for nascent technologies and areas of critical importance to bring together technicians and leaders to develop best practices, stimulate innovative thinking, work through ideas and solutions, and build skills through collaborative learning. In addition, DET is working to utilize code repositories and application development toolsets that strengthen collaboration and support developers within DET and across the enterprise.

The Governor's Task Force on Workforce and AI^{xxvi} proposed the creation of an interagency working group to encourage the implementation of generative AI across State government and to develop a governance framework regarding the usage of generative AI. The Department of Administration has already established a team to begin these efforts. The goals are to promote responsible and safe adoption of AI, create policy and governance, foster research and innovation, increase education and awareness, and ensure readiness, security, privacy, and equity and inclusion.



Endnotes

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