

WISCONSIN STRATEGIC IT PLAN



2024 - 2026

Introduction

The State of Wisconsin has a long, proud history of excellence in government. From the “Wisconsin Idea” to first-in-the-nation worker protections, Wisconsin has long innovated and developed solutions that lift up Wisconsin residents and businesses.

The foundation for many of these programs is found in the Information Technology (IT) services provided by the Wisconsin Department of Administration (DOA) and fellow executive branch agencies. Even as nascent technologies like cloud computing, spatial computing, and generative AI fundamentally change the way government engages with those we serve, our focus remains on:

- providing a world-class customer experience;
- partnering to enhance business outcomes; and
- supporting and empowering our workforce.

As individuals increasingly access and engage with government digitallyⁱⁱ, the State of Wisconsin will be there to provide trusted, reliable, and secure services.

Successful execution of this strategic IT plan will require heightened collaboration among agencies to deliver solutions as a single enterprise. Many of the innovations in this plan are not solely technological; they rely on a close partnership between program areas, business functions, and technology providers. We are committed to working with our partners to achieve these goals.

DOA worked closely with executive branch agencies and other partners in State government to develop a Statewide Strategic IT Plan that builds upon the significant progress that has been made over the prior two years. The elements of this plan – guiding principles, goals, objectives, and benchmarks – represent our main areas of focus.

In addition to looking forward, this plan also looks back at the projects that agencies across the executive branch have completed and implemented during the last biennium. We thank all the staff who contributed to those efforts.

References in this plan to the “State,” “State of Wisconsin,” or “Enterprise” refer solely to the executive branch of the State of Wisconsin, excluding the University of Wisconsin and other entities which are expressly excluded by statute.

Endnotes

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