

Wisconsin Strategic IT Plan 2024-2026

Quick Reference Guide

Guiding Principles

- Champion customer service and customer experience within State IT efforts.
- Integrate security, privacy, transparency, and accountability to protect and best serve our customers.
- Encourage efforts that result in the successful recruitment and retention of State workers.
- Support a connected enterprise culture through collaboration.
- Encourage innovation and transformation of State solutions and processes.
- Empower agencies to make better use of data and enhance privacy practices within and across the enterprise.

Goals and Objectives



**SERVING
WISCONSIN**

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

Objectives:

- Empower customers through the delivery of intuitive, real-time digital services.
- Promote customer-centric, trusted, and transparent programs and services.
- Enhance and simplify digital interactions with the State of Wisconsin, ensuring an equitable, inclusive, accessible, and seamless experience for our customers across the enterprise.



SECURING WISCONSIN

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

Objectives:

- Bolster whole-of-state efforts to enhance cybersecurity.
- Safeguard information to maintain trust and confidence in state systems and services in a rapidly changing security and privacy landscape.



TRANSFORMING WISCONSIN

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

Objectives:

- Strengthen data governance and privacy practices to support the State's continued technological transformation.
- Leverage data, tools, and automation to increase public engagement with State services.
- Invest in current and innovative technologies to accelerate fiscally sustainable modernization.
- Synergize tools, technologies, and processes to proactively promote collaboration and business outcomes.



WORKING WISCONSIN

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

Objectives:

- Partner with the DPM to align hiring and retention practices with future IT needs.
- Promote professional development and growth opportunities for State employees that improve our ability to recruit and retain top talent.
- Increase State workforce understanding of data, privacy, AI, and other IT-related concepts.
- Operationalize "Anywhere in Wisconsin" hiring for positions that can work remotely.