



WISCONSIN
STRATEGIC IT PLAN
2022-2024

INTRODUCTION



When we wrote the last Statewide Strategic IT Plan in 2020, the COVID-19 pandemic had just begun. Two years later, it's clear that the pandemic fundamentally changed the way that government operates; it upended many traditional models of program and service delivery, and required creative solutions and unparalleled innovation to meet Wisconsinites' needs and expectations.

The pandemic underscored the importance of resilience, flexibility, and adaptability in State IT functions. As we look forward to 2024, it's clear that Wisconsin IT must continue planning and meeting future business needs to help state leaders improve government services. In our agility to respond, we need to continue to digitize and improve State systems and applications, prioritize opportunities for enterprise collaboration and empowerment, and work aggressively to maintain security, accessibility, and reliability of our services.

The Wisconsin Department of Administration, in partnership with executive branch agencies and thought leaders throughout State government, revised and updated this statewide strategic IT plan to provide a clear, comprehensive roadmap for us and our partners. While the goals have not changed from the last strategic IT plan, many of the objectives have been updated to account for the progress made over the last two years. Our intent is to use the goals and objectives in this plan to drive our planning and investments over the next biennium to continue to transform how we serve residents.

In this document, we have also compiled a list of accomplishments that agencies identified over the prior biennium. While the progress seen over the last biennium was exciting, we know even greater opportunities are just over the horizon. We want to thank those that helped us achieve those amazing results and the collaborators that helped us arrive at this new plan.