

## **GUIDING PRINCIPLES**

**Guiding Principle 1:** Promote agency collaboration in planning and execution efforts for IT services.

**Guiding Principle 2:** Prioritize Statewide Strategic IT Plan goals and objectives to drive focus.

**Guiding Principle 3:** Review the Statewide Strategic IT Plan with agencies on a quarterly basis.

**Guiding Principle 4:** Provide a strategic IT plan that develops and fosters enterprise and agency's long-term planning and execution abilities in an effort to better assess risks, identify opportunities and make informed decisions about the state's future.

**Guiding Principle 5:** Place customers at the center of state IT efforts.

## **GOALS & OBJECTIVES**



### **GOAL 1 - 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.



### **GOAL 2 - SECURING WISCONSIN**

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

*OBJECTIVE 3:* Improve Zero Trust and Application Security.

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



## GOAL 3 - OPTIMIZING WISCONSIN

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investments in current and emerging technologies to accelerate sustainable, scalable modernization of legacy, outdated technologies.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 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 3:* Utilize business process improvement practices to achieve greater agency productivity and efficiency.

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

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



## GOAL 4 - WORKING WISCONSIN

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:* Work with the State's Division of Personnel Management to develop an enterprise strategy to fill critical talent gaps in the State's IT workforce.

*OBJECTIVE 3:* Encourage "Anywhere in Wisconsin" hiring for positions that can work remotely.

## BENCHMARKS

*Benchmark 1:* Quantify opportunities where transformations and improvements to Wisconsin services and applications have occurred.

*Benchmark 2:* Drive and measure alignment with Statewide Strategic IT Goals and Objectives.

*Benchmark 3:* Examine IT workforce progress by comparing to analysis captured during the last biennium.

*Benchmark 4:* Establish "whole of state" security protection, response, education, compliance, and enablement/transformation maturity targets and evaluate progress.

*Benchmark 5:* Develop data metrics/scorecard to show outcomes and evolution of data management practices.

*Benchmark 6:* Create and capture outcome-based metrics that show efficiencies in operations.