IT Strategic Plan

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Employment Security Department
WASHINGTON STATE

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Statewide IT strategy

Vision

Better government through technology.

Mission

Personalized and optimized government.

Principles

- Leadership
- Enterprise-focused
- Agility
- Transparency
- Data-driven

Agency IT strategy

Vision

The nation's best and most future ready workforce with opportunities for all.

Mission

We provide our communities with inclusive workforce solutions that promote economic resilience and prosperity.

Values

- Collaboration
- Diversity, equity and inclusion
- Innovation
- Integrity
- Investing in our people
- Service with kindness

Goal #1: Efficient & effective government

Objectives

- Reduce barriers to public access.
- Improve customer experience.

Initiatives

- Complete migration to M365.
- Fully implement M365.
- Updates to Unemployment Insurance (UI) for accessibility.

Goal #2: Accountable IT management

Objectives

- Accountable IT Management.
- Reduce technical debt.

Initiatives

- Reduce technical debt, highlight legacy applications, and modernization needs.

Goal #3: IT workforce

Objectives

- Support a diverse, resilient workforce.
- Improve support for remote work.

Initiatives

- Develop a workforce training plan for cloud adoption.
- Create OCM strategy for adoption of new technology.

Goal #4: Enterprise cloud computing

Objectives

- Advance adoption of modern, cloud-based technologies.

Initiatives

- Create a "Center for Cloud Excellence."
- Develop ESD architecture framework for the cloud.

Goal #5: Security and privacy

Objectives

- Invest in proactive cyber solutions and practices.

Initiatives

- Create a catalog of standard security services.
- Update cybersecurity incident response policy.