

Enterprise IT Strategic Plan

Last updated 12/08/2023

As the state's trusted partner and strategic technology advisor, WaTech's enterprise [IT strategic planning service](#) is focused on leveraging a strong Enterprise Governance program and industry best practices to develop and drive Washington's Enterprise IT Strategic plan in alignment with the Governor's priorities. RCW 43.105.054 directs WaTech to have enterprise programs establishing governance, policies, standards, and practices to monitor IT investments. To continue this vital work, WaTech must align with the strategic direction provided by the governing bodies and execute the strategic goals and objectives in the Washington State Enterprise IT Strategic Plan 2023-25.

The current enterprise IT strategic plan – *“Connected Government, Strong Communities, Better Washington”* – is the result of an inclusive process that engaged a diverse group of business and technology leaders from across our state agencies. The plan covers 2023-2025 and includes goals around connected government, data and insights, innovation, and attracting and retaining the best IT workforce. Although the plan covers a multi-year period, the intent is to perform an annual review and refresh.

The enterprise IT strategy needs to continue focusing on improving how government services are created and delivered to our communities. Maturing the state's strategy, through continued co-creation and iteration with enterprise business and technology leaders, helps support our commitment to use innovative and transformative solutions that enable better government through technology.

Intended customers

This service is intended for use by all state agencies, through continued engagement and consultation, to inform and align their individual agency strategic plans, innovation, modernization, and investment strategies.

Customer engagement

- Enterprise Governance alignment by Goal Area for agency CIOs and business leaders to inform and sponsor enterprise strategy, policy and investments.
- Established MS Teams channels for goal team engagement and collaboration.
- Monthly recurring engagements to ensure goal progress and evaluation.
- Weekly group calls for state CIOs and CISOs to provide updates on the successful completion of critical milestones.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging areas, projects, initiatives, and services to inform future iterations of the strategic plan.

Helpful information

Service category

Professional Services

Service availability

Normal Business Hours

Related services

- Formal IT expenditure prioritization
- [IT Portfolio Management Education and Consultation](#)
- [Technology Business Management](#)

How to request service

Submit a request for service through our [Customer Portal](#).

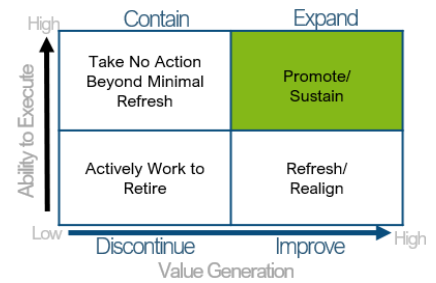
Service owner

Deputy Director, Strategy & Management

Action plan

Current activity

WaTech recently released the state’s new enterprise IT strategic plan – “Connected Government, Strong Communities, Better Washington”. Technology is continuously evolving, and technology strategy needs to be proactive in its formulation.



- Actively moving the enterprise strategic IT goal teams from strategic planning to strategic execution by March 2024.
- Finalizing 3-5 objectives for each goal on the Enterprise IT Strategic Plan by January 2024.
- Develop a structured approach to measure performance and provide regular progress updates on strategic IT plan goals through formal action planning and balanced scorecard reporting by January 2024.
- Align measurable initiatives to each goal objectives by January 2024.
- Develop the MVP of a public-facing Performance Dashboard for quarterly enterprise IT strategic plan progress updates on goal execution by April 2024.

One- to two-year goals

- Establish a continuous state agency feedback loop through enterprise governance and BRM channels by December 2024.
- Annual Plan Review: Continue to mature and refine the state’s strategic IT planning discipline and performance measurement by completing the annual review and refresh of the plan by September 2024.
- Build Excellence: Work with state agencies within Enterprise Governance to develop measurable business outcomes as predictors of business-driven technology success for each goal area by August 2024.
- Enhanced Collaboration: Foster cross-agency collaboration by forming working groups dedicated to specific plan objectives by July 2024.
- KPI Achievement: Achieve at least 50% of the success measures set for the strategic plan by September 2025.
- Equitable Outcomes: Achieve equitable outcomes across diverse communities by closing gaps in service accessibility and quality by September 2025.

Three- to five-year goals

- Continuous Improvement: Develop systems and processes for sustaining lessons learned from the plan's implementation to refine and enhance service delivery further.
- Data-Driven Decision-Making: Develop a plan to build a culture of data-driven decision-making, where insights from data are regularly used to refine strategies and initiatives.
- Community Outreach: Expand outreach efforts to engage with underserved communities and address their specific needs.
- National Recognition: Attain recognition as a model for effective statewide service delivery, earning awards or accolades for innovation and impact.

	2023		2024		2025	
	Dec	Jan	Dec	Jan	Dec	Jan
Enterprise IT Strategic Plan		Performance Dashboard - MVP Finalize Objectives for All Goals	Enhance Collaboration Cross-Agency Working Groups Formed	Annual Plan Review	Cross Agency Collaboration on Achieving Plan Objectives Achieve 50% of Success Measures	

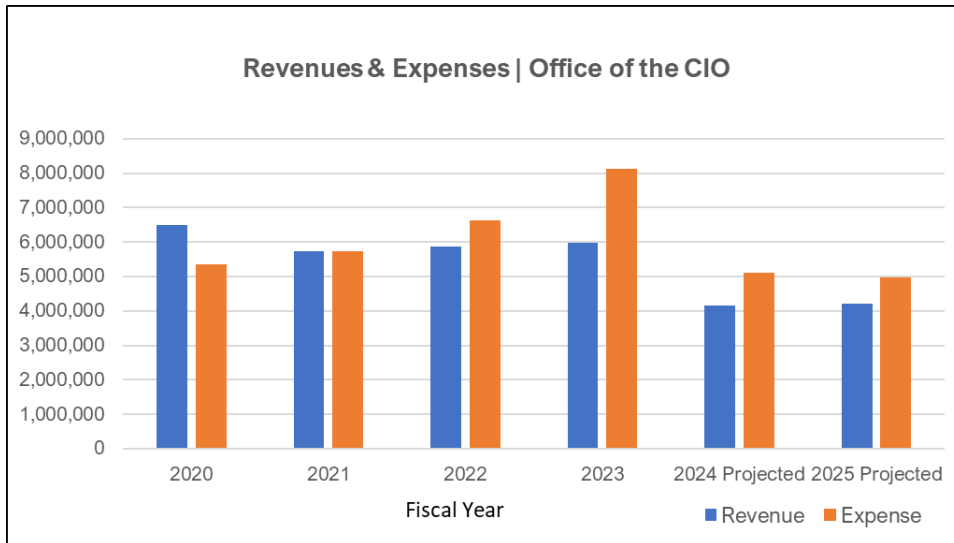
Service review and fully loaded service budget projection

Revenue source

The service is bundled and funded using revenue from the OCIO central service model.

Funding for the OCIO central service model is based on actual agency IT FTEs. OFM provides a count of actual IT FTEs. For higher education institutions (four-year institutions and the community and technical college system), only IT FTEs that support administrative functions of the institutions are counted. Instructional staff, hospital staff and other non-administrative portions of the agencies are exempted from the FTE counts. OFM maintains the source data for budgeted FTEs.

Net Income over time ¹



¹ Figures for FY 2018 through FY 2023 represent actuals. FY 2024 and FY 2025 are based on projections. Note-starting in FY 2024, the Office of Privacy and Data Protection is moved to the Director's Office and is not included in the projections.