# Washington Department of Veterans Affairs IT Strategic Plan

## **VISION**

Building a World Class IT Department

## **MISSION**

*“Serving Those Who Served”* by providing first class customer service and support, as well as innovative technology solutions to ensure the agency accomplishes its mission

## **VALUES**

Candor, Initiative, Integrity, Knowledge, Teamwork, Work Ethic

The WDVA IT Strategic Plan, outlined below, supports and contributes to the agency’s mission of Serving Those Who Served by focusing efforts on two (2) key agency priorities: Capable and Effective Operations, and Employer of Choice. The strategies below identify the highest priority efforts the IT staff will focus on during the next 3 years. These strategies also align with Washington’s Enterprise Technology Strategic Plan by creating opportunities for operational efficiency, improving delivery of IT services, and focusing efforts to develop IT staff.

## In support of WDVA Effective and Efficient Resource Management strategy

* Complete migration to Office365 and the Enterprise Shared Tenant
* Adapt to an ever – evolving work environment by taking advantage of new technologies.
* Listen actively to promote feedback to enhance customer satisfaction.
* Develop and implement a service catalog to meet the changing needs of the agency.

## In support of WDVA Innovative Information Technology Capabilities strategy

* Improve the quality of IT services by using the guidelines of the Information Technology Infrastructure Library (ITIL): established best – practice for IT service management.
* Employ business analysis techniques and processes to improve services through the robust gathering of requirements and thorough strategic analyses.
* Use IT Service Management (ITSM) to improve and manage the end-to-end delivery of IT services.

## In support of WDVA Opportunity for Staff to Learn and Grow strategy

* Devise creative and innovative ways to enhance learning for IT staff so they keep pace with the rapidly evolving technology environment.
* Ensure that as new technology is adopted, agency staff receive adequate training to effectively use the technology.