

IT Strategic Plan

Mission

Looking through an innovative and customer-centric lens, empower WDVA staff with effective technology.

Vision

Information technology (IT) seeks to collaborate and unify diverse perspectives to enhance creative problem solving through their ability to evoke deeper team connections in a positive work environment.



Guiding Principles

Enable
Think “enterprise”

Empower
Think “people”

Assess
Think “options”

Modernize
Think “usability”

Innovation
Think “creative”

Goals

Enterprise

Service

A responsive & innovative IT service that meets and enhances the business and customer experience.

Security & Privacy

A secure and resilient enterprise infrastructure that enables the trusted delivery of programs and services.

Value

Smart investments that are both high in value and cost effectiveness.

Agility

An agile, connected and high-performing team with modern tools.

Team

Effectively listen to, and gain the trust and respect of, our customers.

Provide efficient technology solutions and processes that empower staff and improve WDVA.

Provide quality, responsive, and innovative IT services.

Build our strengths through cultural and technical education, teamwork, technology, and industry best practice.

Embody continuous improvement and change

Strategic Focus

Optimizing

Resilience, operations, or trust

Scalability

Productivity and customer value

Pioneering

Customer engagement opportunities

Pursuing

Sustainable technology solutions

Strategic Actions

Service IT

Service management and modernization
Efficient and effective operations

Secure IT

Education
Outreach
Defense in depth
Trusted IT

Manage IT

Governance
Accountable IT management
Best Practices
Sustainability
Prioritize and Plan

Workforce & IT

IT Workforce
Modern Workplace
Digital Literacy

Objectives

Efficient & Effective IT

Committing to sustainability and access.

Accountable IT Mgmt.

Accountable, visible, and reportable.

IT & Workforce

Delivering value, improving customer experience, increasing successful outcomes.

Solution Delivery

Advancing adoption through invested technology.

Security & Privacy

Safeguarding the agency.