



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

Guiding Principles

Enable Think "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.

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

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

Strati



Resilience, operations, or trust



Productivity and customer value

Strategic Actions

Service IT

Service management and modernization Efficient and effective operations

Secure IT

Education Outreach Defense in depth **Trusted IT**

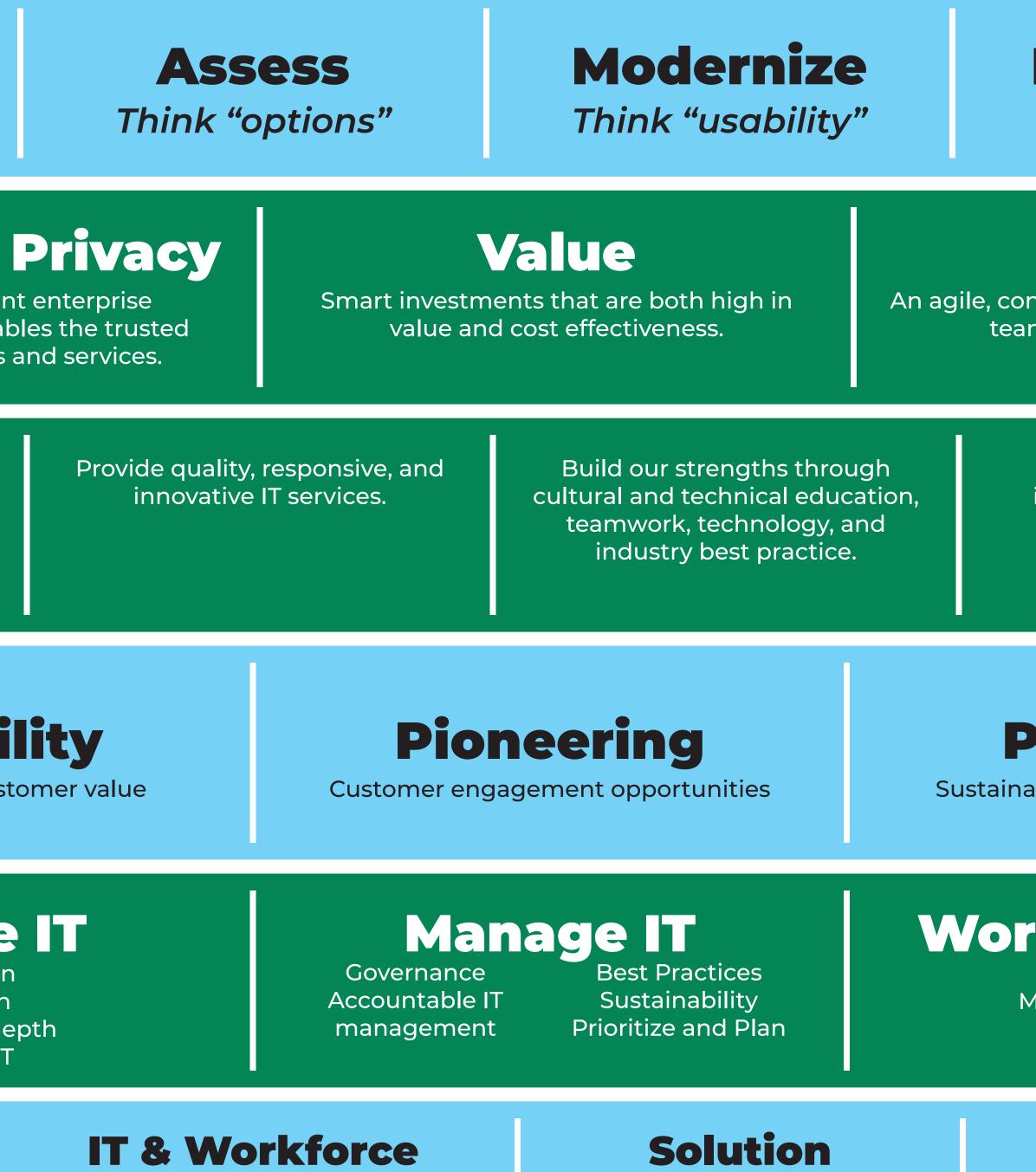
Efficient & Effective IT

Committing to sustainability and access.

Accountable IT Mgmt. Accountable, visible, and reportable.

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.



Delivering value, improving customer experience, increasing successful outcomes.

Delivery

Advancing adoption through invested technology.



Innovation Think "creative"

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

Embody continuous improvement and change

Dirci Puisuing Sustainable technology solutions

Workforce & IT IT Workforce

Modern Workplace **Digital Literacy**

