



INFORMATION TECHNOLOGY STRATEGIC PLAN 2024

Executive Summary:

This Information Technology Strategic Plan outlines the vision, goals, and initiatives to enhance the IT infrastructure and services of the Washington State Traffic Safety Commission. The plan aims to improve operational efficiency and ensure data security and privacy. By aligning IT initiatives with the agency's mission and objectives, this plan seeks to optimize resource utilization and maximize the value delivered to both internal and external stakeholders.

Goal 1: Modernize IT Infrastructure

Objective

Upgrade and modernize the agency's IT infrastructure to improve reliability, scalability, and performance.

Key Activity

Evaluate and migrate appropriate IT services and applications to cloud-based platforms to improve scalability, flexibility, and cost-effectiveness.

Milestones

1. Conduct an assessment of the current IT infrastructure.
2. Identify gaps and opportunities for improvement according to current industry standards.
3. Define requirements and develop a procurement plan for new hardware and software.
4. Implement upgrades and transitions, including disposal of decommissioned equipment.
5. Test new infrastructure components before production implementation.
6. Document key operational processes.
7. Ensure continued alignment with WaTech roadmap.

Goal 2: Ensure Data Security and Privacy

Objective

Strengthen cybersecurity measures to protect sensitive data and ensure compliance with relevant regulations and standards.

Key Activity

Implement advanced cybersecurity measures, including multi-factor authentication, encryption, and intrusion detection systems, to protect against cyber threats.

Milestones

1. Review and update cybersecurity policies and compliance requirements.

2. Deploy new cybersecurity solutions, including multi-factor authentication and encryption.
3. Implement intrusion detection systems and continuous monitoring tools.
4. Conduct regular security audits and compliance checks.
5. Continuous improvement and updates to security protocols and systems.
6. Conduct training on cybersecurity awareness for all employees.
7. Ensure continued alignment with WaTech roadmap.

Evaluation and Review:

Regular evaluation and review of the IT strategic plan will be conducted to ensure alignment with agency goals and objectives. Key performance indicators (KPIs) related to each goal will be tracked, and adjustments will be made as necessary based on feedback and changing priorities.