Commonwealth of Pennsylvania
Office of Administration
Office for Information Technology

Strategic Approach
2019-2022
Clear vision and mission guide the goals for the strategic approach. With business stakeholders, the Office for Information Technology provides citizens, agencies, and employees with continuously improving services.

**Vision**

Promote innovation by providing best in class information technology services to the commonwealth

**Mission**

Provide, operate, and improve information technology services through collaboration and optimization

**Strategic Plan**

**Goals**

- Optimize Services
- Transform Government
- Enable Customer Service Transformation
- Empower a Diverse Workforce
- Foster Collaboration, Communication and Governance

**Strategies**

- Optimize Services
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**Outcomes**

Aligned with the Governor’s Plan

- Data & Program Management
- Online Services
- Interactive Access
- Data Modernization
The commonwealth has identified five goals that are aligned to the Governor's information technology related priorities.

**Optimize Services**
- Continuously improve established services
- Enhance cybersecurity capabilities
- Mature service and knowledge management
- Converge IT service components

**Transform Government**
- Evolve functional centers of excellence and delivery
- Modernize legacy data and systems
- Track and improve business service availability
- Establish and govern a funded innovation program

**Enable Customer Service Transformation**
- Execute iteratively to implement the customer service transformation strategy
- Integrate with existing systems for data access
- Track and improve citizen satisfaction with services
- Improve accessibility capabilities across channels

**Empower a Diverse Workforce**
- Enable a mobile workforce
- Align IT human resources processes and procedures
- Expand architecture disciplines and roles
- Enrich training opportunities

**Foster Collaboration, Communication and Governance**
- Continuously improve governance and strategic planning processes and outcomes
- Increase business risk awareness and act to mitigate
- Enhance communications and processes with cross jurisdictional entities