Commonwealth of Pennsylvania
Office of Administration
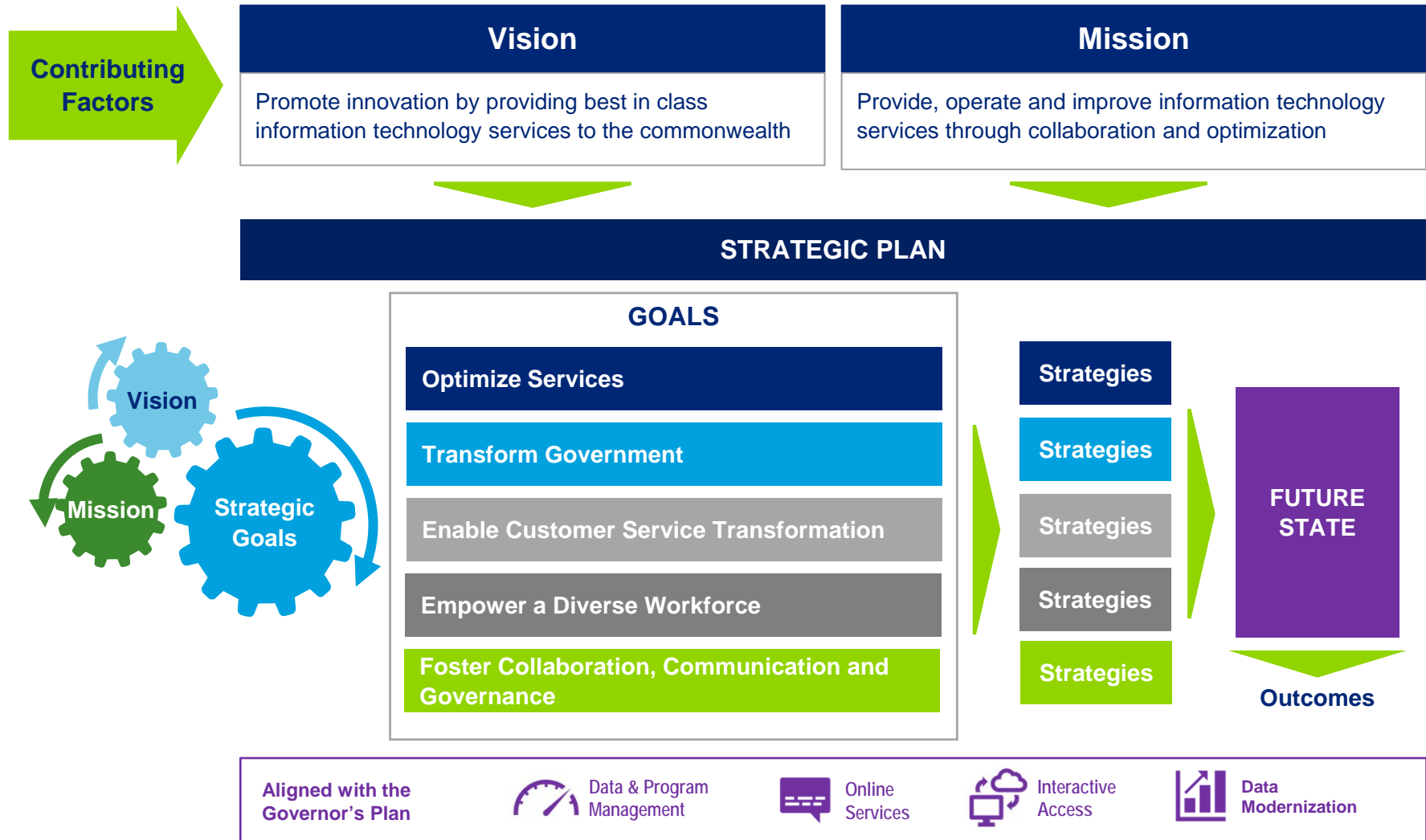## Office for Information Technology

Strategic Approach
2019-2022

Virtue, Liberty and Independence

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Vision, Mission, Goals

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.

Contributing Factors →

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

Vision • Mission • Strategic Goals

Strategies
Strategies
Strategies
Strategies
Strategies

FUTURE STATE

Outcomes

Aligned with the Governor's Plan

Data & Program Management | Online Services | Interactive Access | Data Modernization

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Goals and Strategies 2019 to 2022

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

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