

# WSGC IT STRATEGIC PLAN 2020-22



We are an accredited, limited-jurisdiction law enforcement agency and the only statewide agency devoted to gambling licensing, regulation and enforcement. This plan provides our information technology vision and mission, and also details focus areas that will support our agency in addressing its four priorities.

## VISION

To be a premier technology department in the state of Washington and support the agency's business by fostering innovation, practicing agility and striving for world-class quality.

## FOCUS AREAS

### MISSION

Enhance the agency's mission by utilizing technology resources efficiently and appropriately

AGENCY VALUES

**INTEGRITY**

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**PROFESSIONALISM**

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**RESPECT**

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**DIVERSITY**



CONNECT AND COMMUNICATE	SUSTAIN AND MEASURE	SECURE AND PROTECT	AUTOMATE AND CONSULT	MODERNIZE AND INNOVATE	TRAIN AND INVEST
<p>Enhance communication and collaboration, through digital solutions, to inform and engage internal and external customers</p>	<p>Provide a robust and secure IT infrastructure that supports and sustains agency mission and critical business activities</p>	<p>Secure and prevent loss of valuable agency data against external threats</p>	<p>Advance business management practices to transform service delivery</p>	<p>Deploy a modernized IT infrastructure that enables seamless access to information resources to preserve agency mission</p>	<p>Build, develop, and retain a talented, diverse IT workforce</p>
<ul style="list-style-type: none"> <li>Promote Office 365; provide training to promote collaboration</li> <li>Implement IT communications plan; communicate with stakeholders, partners and licensees</li> <li>Post data for public consumption on our website</li> <li>Provide confidential or proprietary data through a secure portal (My Account)</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate IT infrastructure and upgrade as necessary</li> <li>Monitor external access; make adjustments for optimal experience</li> <li>Monitor systems for ideal operating levels</li> <li>Validate and evaluate services provided by third parties</li> <li>Analyze and adjust ITD service request system for quality</li> <li>Conduct random surveys of ITD service customers</li> </ul>	<ul style="list-style-type: none"> <li>Update IT security plan to reflect guidance from OCIO</li> <li>Review IT security infrastructure and make changes to prevent cyber-attacks</li> <li>Improve mobile and remote access to agency resources</li> <li>Revisit legacy applications to secure and protect data</li> <li>Conduct a security review of agency projects</li> <li>Perform periodic vulnerability scans and system audits</li> </ul>	<ul style="list-style-type: none"> <li>Ensure IT solutions meet staff expectations</li> <li>Work with EGL administrator to evaluate and update billing goal</li> <li>Update policies and processes to align IT solutions with agency expectations and mission</li> <li>Track technology changes resulting from internal and external business and technology needs</li> <li>Identify manual process that should be automated</li> </ul>	<ul style="list-style-type: none"> <li>Perform feasibility study to determine the best strategy for replacing and modernizing our systems</li> <li>Document and map agency processes in preparation for modernization</li> <li>Prepare 1-, 3-, 5-, and 10-year technological forecasts and make recommendations for immediate, mid-term and long-term technological solutions to current and planned agency operations</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate staffing levels in ITD and plan for retirements</li> <li>Ensure EGL staff have the knowledge, skills and abilities to meet billable goals</li> <li>Revise position descriptions to align with the state's enterprise IT reclassification</li> <li>Mentor direct reports to help them succeed</li> <li>Provide training for new technology</li> <li>Cross-train within the division</li> </ul>