IT Strategic Plan

2024

The Washington State Department of Health embraces innovation as one of our cornerstone values of equity, innovation, and engagement. For us, innovation is not a journey that starts and stops with one project or activity. It's a willingness to disrupt traditional methods to combat new and evolving public health threats. This IT Strategic Plan positions our workforce to embrace new opportunities, invest in modern technologies, and enable public health action. Together, we are creating a healthier future for all people in Washington.

—Dr. Umair A. Shah, Secretary of Health

The IT Strategic Plan, outlined below, supports and contributes to DOH's mission by identifying the highest priority efforts that skilled IT staff and business-driven services will focus on during the next year. These strategies also align with Washington's Enterprise Technology Strategic Plan, honoring our commitment to shared goals and trusted relationships among partner agencies and our authorizing environment.

2024 IT Strategic Plan: Goals & Objectives

1. **Empower and support a talented, motivated, and diverse OIT workforce.**
   a. Invest in a wide range of growth and development opportunities.
   b. Promote a culture of curiosity and innovation.
   c. Offer technologies and tools that support modern and flexible work options.
   d. Increase our ability to adapt and excel during times of change.

2. **Evaluate and mature foundational capabilities.**
   a. Foster customer and partner engagement.
   b. Proactively curate the catalog and lifecycle of OIT services.
   c. Refresh IT policies, processes, and procedures.
   d. Engage leaders in resource and project prioritization.

3. **Increase efficiency and effectiveness.**
   a. Establish technology roadmaps.
   b. Assess our application portfolio for optimization in line with desired enterprise architecture.
   c. Collaborate with Financial Services on a sustainable OIT funding model.
   d. Incubate innovation and continuous improvement to improve program and service delivery.

4. **Leverage technology to inform decisions and enable public health action.**
   a. Transform vision and strategy post-pandemic to unlock potential and drive innovation.
   b. Explore new opportunities through strategic partnerships, research, and development.
   c. Deliver world-class business and IT projects that produce immediate value and achieve public health goals.
   d. Establish principles and a data governance framework to guide appropriate access and data-sharing.