



Commonwealth of Pennsylvania Enterprise IT Strategic Plan

PA TechCon

April 26, 2016

Commonwealth Priorities

Governor Wolf has established three priorities to guide agencies in carrying out their responsibilities. IT-related initiatives primarily align under **Government that Works**.

Schools that Teach

Jobs that Pay

Government that Works

Data Analysis & Program Management highlights data usage as a key asset for and input into policymaking and strategic planning

Interactive Access outlines the need for citizens to interact with government agencies via social media

Online Services outlines the need to improve usability and flexibility so citizens can better access government services online

Open Data discusses making data more available to the public to improve services and research and to increase transparency


Efficiency – Efficiency is the goal of (GO-TIME) which aims to improve coordination between agencies, modernize government operations and build external partnerships to support transformation.

Context - National

NASCIO State CIO Priorities for 2016

Elements of the plan align with priorities identified as part of the 2016 National Association of State Chief Information Officers (NASCIO) survey of 50 State CIOs

- ✓ Security and Risk Management
- ✓ Cloud Services
- ✓ Consolidation/Optimization
- ✓ Business Intelligence and Data Analytics
- ✓ Legacy Modernization
- ✓ Enterprise Vision and Roadmap for IT
- ✓ Budget and Cost Control
- ✓ Human Resources/Talent Management
- ✓ Agile and Incremental Software Delivery
- ✓ Disaster Recovery/Business Continuity



The image shows the cover of the report 'State CIO Priorities for 2016' published by NASCIO on November 10, 2015. The cover features the NASCIO logo and several icons representing different IT and business themes. Below the title, it lists the top 10 final ranking of priority strategies, management processes, and solutions.

State CIO Priorities for 2016
November 10, 2015

A. Priority Strategies, Management Processes and Solutions
Top 10 Final Ranking

1. **Security and Risk Management:** governance, budget and resource requirements, security frameworks, data protection, training and awareness, insider threats, third party security practices as outsourcing increases, determining what constitutes "due care" or "reasonable"
2. **Cloud Services:** cloud strategy, proper selection of service and deployment models, scalable and elastic IT-enabled capabilities provided "as a service" using internet technologies, governance, service management, service catalogs, platform, infrastructure, security, privacy, data ownership
3. **Consolidation/Optimization:** centralizing, consolidating services, operations, resources, infrastructure, data centers, communications and marketing "enterprise" thinking, identifying and dealing with barriers
4. **Business Intelligence and Data Analytics:** applying BI/BA within the enterprise, communicating the value, building expertise, delivering shared services, exploring big data, data analytics
5. **Legacy Modernization:** enhancing, renovating, replacing, legacy platforms and applications, business process improvement
6. **Enterprise Vision and Roadmap for IT:** vision and roadmap for IT, recognition by administration that IT is a strategic capability, integrating and influencing strategic planning and visioning with consideration of future IT innovations, aligning with Governor's policy agenda
7. **Budget and Cost Control:** managing budget reduction, strategies for savings, reducing or avoiding costs, dealing with inadequate funding and budget constraints
8. **Human Resources/Talent Management:** human capital/IT workforce, workforce reduction, attracting, developing and retaining IT personnel, retirement wave planning, succession planning, support/training, portal for workforce data and trends
9. **Agile and Incremental Software Delivery:** iterative design and incremental development of software solutions, allows for design modifications, prototyping and addition of new capabilities as part of the development process
10. **Disaster Recovery/Business Continuity:** improving disaster recovery, business continuity planning and readiness, pandemic/epidemic and IT impact, testing

Foundational Concepts

Business Services

- Function and funding
- Strategic direction to meet customer needs
- Clear benefit from automation
- Automation core to operations

Information Technology Services

- Catalog
- Service levels
- Service owners
- Rates

IT Service Composition

- Applications
- Data
- Infrastructure
- Environment

Team

- Knowledge
- Demonstrated experience
- Continuous professional development

➤ Strategic Vision and Mission

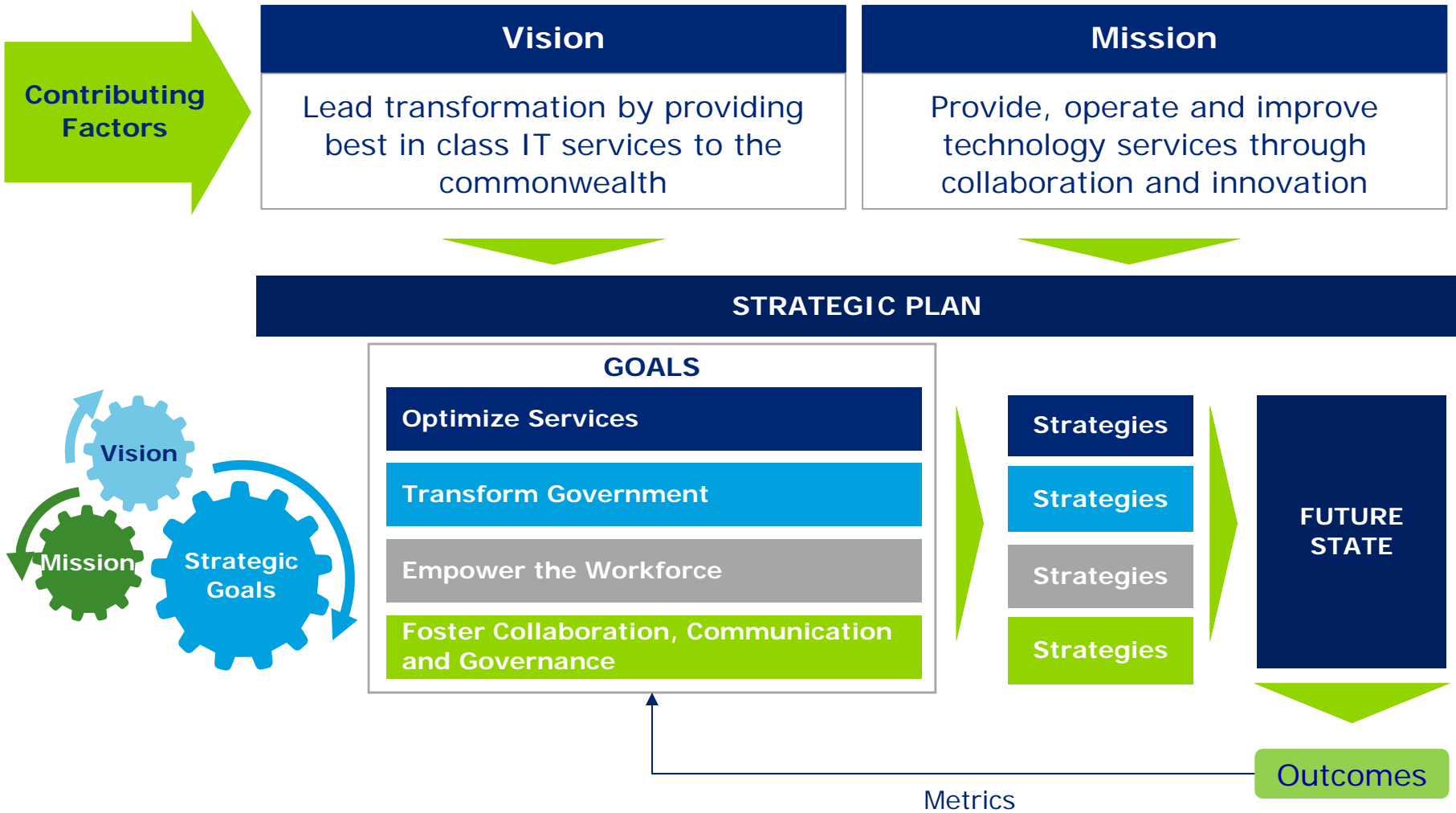
Vision

Lead transformation by providing best in class IT services to the commonwealth

Mission

Provide, operate and improve technology services through collaboration and innovation

Strategic Plan Overview



Goals

Optimize Services



Transform Government



Empower the Workforce



Foster Collaboration,
Communication and Governance



▶ Goals & Strategies – 1 of 4

Optimize Services



- Implement services transformation
- Enhance security services
- Modernize telecommunications
- Improve service management

▶ Goals & Strategies – 2 of 4

Transform Government



- Modernize legacy systems including IES
- Implement a digital government strategy
- Evolve functional centers of excellence

▶ Goals & Strategies – 3 of 4

Empower the Workforce



- Improve knowledge management
- Foster a mobile workforce
- Align IT human resources processes
- Enrich training

➤ Goals & Strategies – 4 of 4

Foster Collaboration, Communication & Governance



- Strengthen strategic planning
- Enhance communications
- Align governance processes
- Provide agencies additional procurement offerings
- Increase business risk awareness

Service Orientation

Business Services

- Customers include businesses, citizens and commonwealth agencies
- Align leading business metrics with capacity forecasts for IT Services

Information Technology Services

- Rely on funding from the business
- Driven by business requirements
- Established catalog

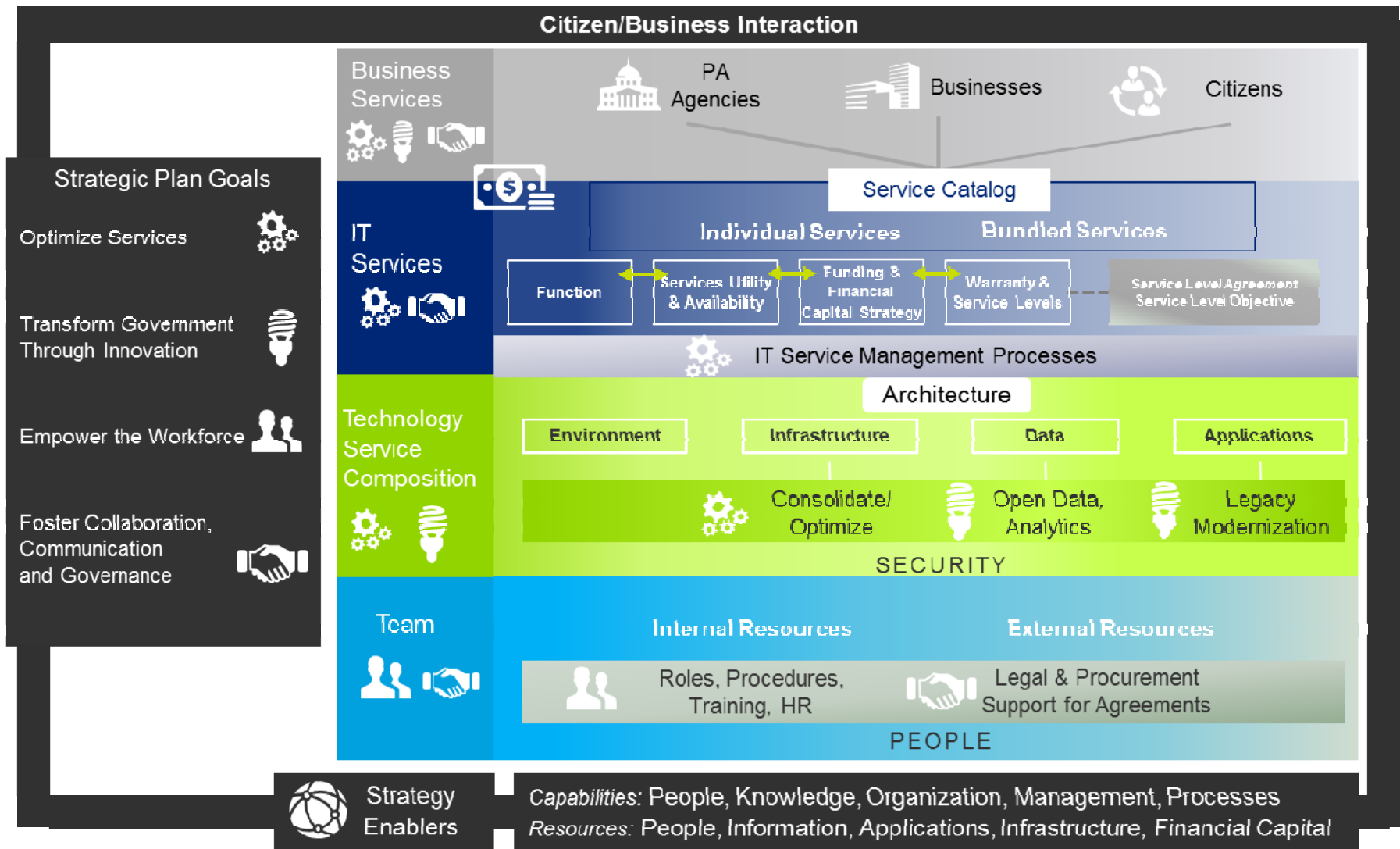
IT Service Composition

- Secure architecture focused on availability
- Application, data and infrastructure components
- Appropriate environment

Team

- Solid foundation of people and business relationships
- Supporting agreements
- Effective and efficient operations

Strategic Execution Model



▶ Wrap Up

Thank You