

Department of Corrections (DOC) IT Strategic Plan

The mission of DOC is clear – *to improve public safety by positively changing lives*. Like the [DOC's strategic plan](#), the IT Strategic Plan is intended to be a guide for moving IT forward in support of the agency's mission. IT provides and supports secure, dependable, and high-quality technology and innovative solutions so that the agency can achieve its mission. IT is committed to employing a highly skilled, talented, and capable work force to work together with business on the strategies listed below. These strategies also align with [Washington's Enterprise Technology Strategic Plan](#).

Information Technology Supports Agency Goals

Improve Lives

- Implement and improve technical solutions in support of programs for incarcerated and supervised individuals.
- Provide secure access to educational and employment resources for incarcerated and supervised individuals in support of successful reentry.

Keep People Safe

- Stabilize and maintain the integrity of the agency's primary mission critical system.
- Standardize the security electronic network that unifies the management and operability of the system.
- Fully adopt the M365 service and support mobility and telework expansion efforts.
- Support emergency management incidents by providing value added technology.

Engage and Respect Employees

- Provide equitable access to agency systems and services for incarcerated and supervised individuals and staff.
- Evolve IT to be relationship centered in support of an inclusive work culture.

Achieve Organizational Excellence

- Transition IT as a service provider to IT as a strategic partner through use of industry best practices.
- Deliver business value by improving satisfaction with IT services and enabling improvements based on data.
- Implement continual process improvements to ensure industry best practices are utilized.
- Ensure an appropriate balance between system maintenance and application improvements is performed timely in order to provide continuous access to mission critical systems.
- Transition from infrastructure management to a customer-focused service delivery model.
- Actively participate in key statewide and agency initiatives.