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.