

Goals and Objectives

This IT Strategic Plan outlines key objectives to enhance and streamline OII's IT infrastructure, ensuring alignment with the agency's broader strategic goals. This plan will enable the agency to improve system resilience, drive innovation, and ensure equitable conditions for internal and external customers.



Data and Insights

Enhance the agencies' ability to collect, manage, and analyze data to generate actionable insights that support smarter decision-making and improved services.

Better data → smarter decisions

Objectives:

- Establish and align agency Open data program with state requirements.
- Establish standardized processes for data collection, storage, and governance to ensure consistency and accuracy.
- Implement basic reporting and analytics tools to enable easy access to key performance and operational metrics.
- Develop dashboards and visualizations for internal and stakeholder use to support data-driven decision-making.



Privacy, Risk and Security

Create an environment where privacy, risk, security, and agency operations integrate to ensure seamless support, confidentiality, integrity, and availability for OII's key stakeholders.

Secure systems → protected data

Objectives:

- Establish and meet service level agreements, ensuring clear communication and accountability.
- Improve incident response times and resolution rates through effective incident management practices.
- Continue improvements to the IT Risk, DR and Security programs.
- Establish and align agency Privacy program with state requirements.



Digital Transformation

Leverage and integrate advanced technologies into core agency processes to streamline operations, improve user experiences, and create more effective business models.

Modern tools → improved efficiency

Objectives:

- Regularly assess and implement new technologies and tools to improve agency operations.
- Continuously review and refine IT processes and workflows to enhance efficiency and effectiveness.
- Invest time in research and development to explore emerging technologies and innovative solutions.



Operational Efficiency

Modernize IT infrastructure to support agency growth and operational efficiency by adopting scalable cloud solutions, automating routine tasks, and improving system performance.

Collaboration → agency-wide impact

Objectives:

- Ensure high availability and reliability of IT systems, minimizing downtime.
- Optimize system and network performance for faster processing and response times.
- Improve the efficiency and effectiveness of help desk support.

The IT Strategic Plan provides the roadmap for delivering secure and reliable technology solutions that uphold the agency's mission. This explains how the IT department's mission, vision, and values are derived from the agency's guiding principles and how they support the achievement of strategic IT goals.

Mission

Our Purpose Aligns with the Agency's Core Mission

Agency Mission: Fair, thorough, transparent, and competent investigations

IT Mission: Empower investigations with secure, innovative, and reliable technology

Vision

Our Vision Supports a Trusted, Bias-Free Future

Agency Vision: Investigations free from bias and trusted by all

IT Vision: A secure, connected tech ecosystem that enables trusted, efficient investigations

Values

Our Values Reflect and Reinforce the Agency's Principles

Agency Values:

We conduct ourselves with **Integrity** because everyone deserves to be treated with honesty, dignity, and respect.

We work with unwavering **Dedication** because everyone is entitled to the truth.

We will be **Accountable** because building trust requires transparency.

We progress through continuous **Improvement** because changing the way we do things takes courage and thoughtfulness.

We are committed to **Equity** because it is time for change.

IT Values:

Trust: We prioritize transparency and *integrity* in every interaction, ensuring that our clients and teams can rely on us for secure, reliable, and responsible solutions.

Agility: We adapt quickly to ever-evolving technologies and client needs, ensuring that we can pivot when necessary, delivering responsive and flexible solutions to drive continuous *improvement* and success.

Communication: We foster clear and open dialog, *dedicated* to enhancing team collaboration and ensuring timely resolutions.

Compassion & Kindness: We foster mutual respect, *equity*, and understanding, creating a professional environment that supports positive relationships and ensures everyone feels valued and included.

Excellence: We hold ourselves *accountable* to the highest standards, taking pride in our work to deliver outstanding solutions that exceed expectations and ensure the very best outcomes.