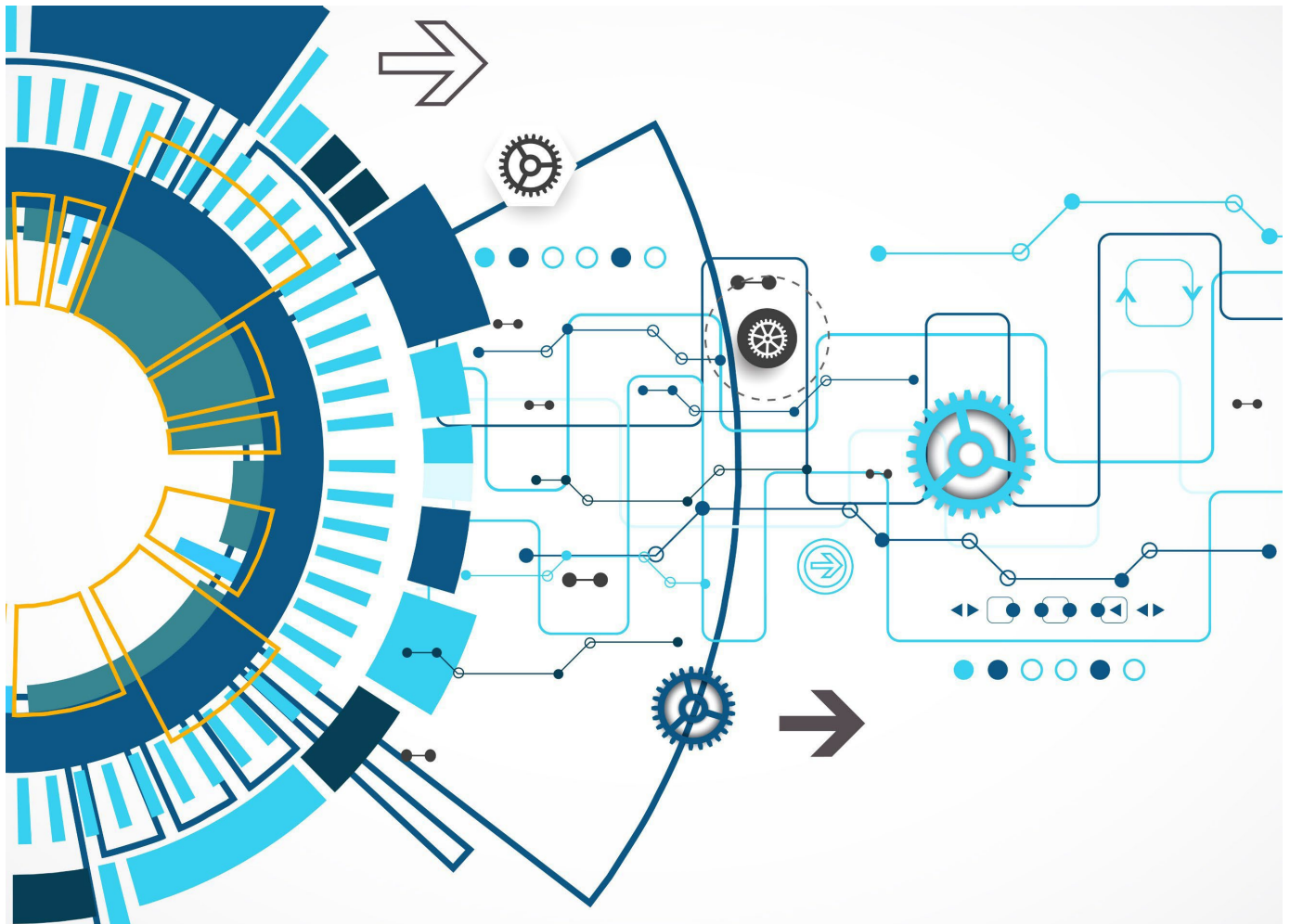


# DoIT Strategic Plan 2023-2027



**Vision:** Reimagine Illinois government through innovation

**Mission:** Improve access to government services by leveraging modern technologies

**Values:** Teamwork, Reliability, Upskilling, Service, Transparency

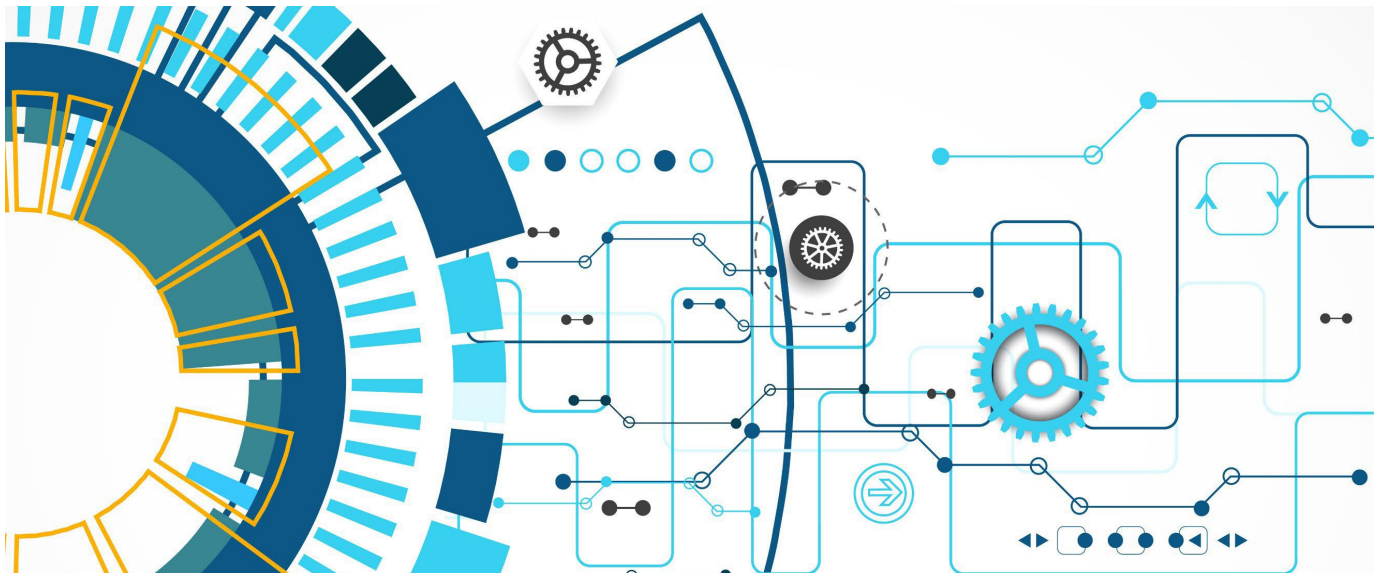


## Goal 1: Improve residents' experience by delivering user-centric, digital solutions

---

### Objectives

- Employ human-centered design principles with priority on usability, accessibility, and inclusivity
- Increase the availability of self-service capabilities and ensure that digital solutions are mobile friendly
- Understand residents' needs in accessing government services

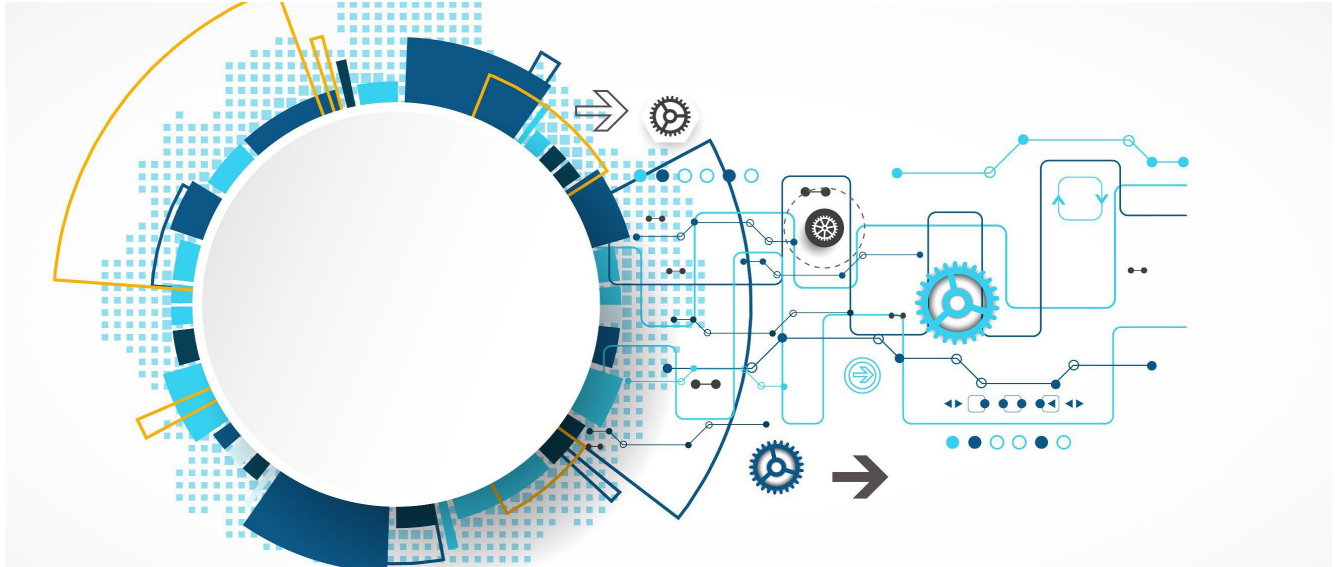


## Goal 2: Drive innovation and leverage modern technology to streamline government

---

### Objectives

- Modernize the State's technology by adopting common and modern platforms
- Mature the architecture and governance practice to improve the adoption of technology-based solutions
- Expand broadband access for government institutions in the State



## Goal 3: Protect and secure systems and data while reducing risk

---

### Objectives

- Improve the cybersecurity posture of the State through risk-based decision making
- Collaborate with government entities to strengthen cybersecurity capabilities
- Establish a robust privacy management ecosystem



## Goal 4: Partner with agencies to increase the value delivered to residents

---

### Objectives

- Collaborate with agencies to develop a technology modernization roadmap
- Improve efficiency and effectiveness of IT operations and increase transparency
- Strengthen system resiliency while being good stewards of resources

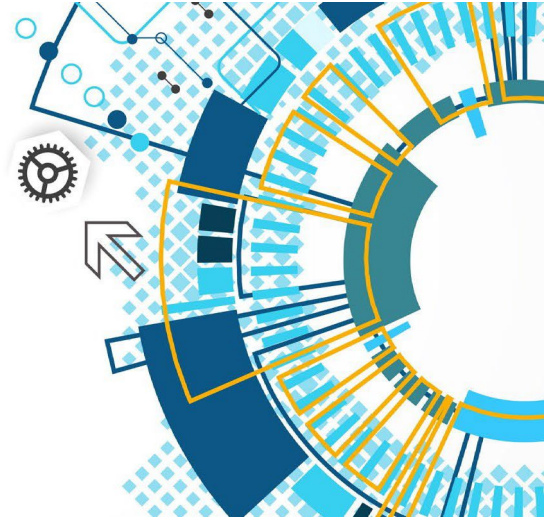
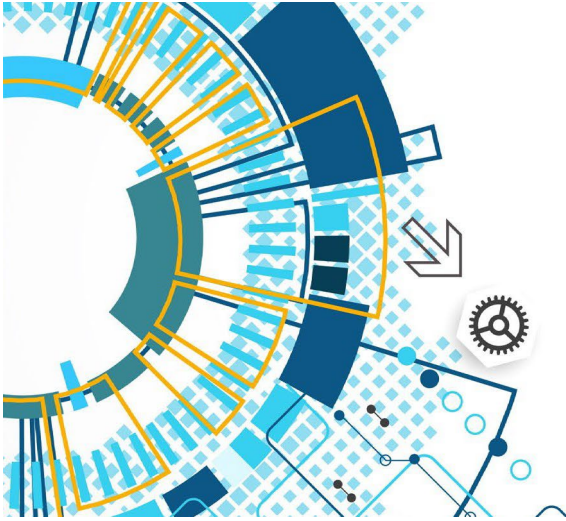


## Goal 5: Enable data-informed decision making

---

### Objectives

- Empower agencies to use data to improve resident outcomes
- Introduce analytics practices to enhance insights
- Implement a statewide data governance framework that encourages data sharing



## **Goal 6: Foster a culture of innovation and collaboration to develop a high-performing workforce**

---

### **Objectives**

- Create a people-first workplace
- Promote employee engagement through open communication, idea sharing, and cross-functional teamwork
- Modernize recruitment strategies to increase diversity and reduce barriers to State employment