



TEXAS DEPARTMENT OF INFORMATION RESOURCES

P.O. Box 13564 ♦ Austin, TX 78711-3564 ♦ www.dir.texas.gov

Tel: (512) 475-4700 ♦ Fax: (512) 475-4759

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October 31, 2019

Dear Texas Leaders,

As required by Government Code Chapter 2054, the Texas Department of Information Resources (“DIR”) has published the *2020-2024 State Strategic Plan for Information Resources Management*. I believe this plan is one of the most important documents we generate at DIR because it provides a roadmap for transforming how Texas government serves Texans through technology.

With the State Strategic Plan for Information Resources Management (the “plan”), we hope to provide a guiding document to help state agencies transition to the next generation of technology. The plan also serves as a resource for state leaders as they develop technology initiatives over the next five years. It includes three strategic goals and 17 objectives created in partnership with state agencies, universities, and other state stakeholders. These goals and objectives can be used by state agencies as guideposts for developing their technology strategies and roadmaps. The three strategic goals identified by DIR also offer opportunities from which to benchmark your own improvement processes as you provide Texans with access to a secure, digital government.

As technology continues to advance in the State of Texas, so do the expectations of the citizens we serve. Our citizens expect Texas state agencies to provide more mobile, digital, and convenient services. Citizen expectations of government also require us to be good stewards of their data and to provide secure and reliable services that are cost-effective, agile, and responsive to citizen needs. To meet these expectations, state agencies must prioritize resources to help pave the way for innovation and secure delivery.

At DIR, it is our hope this plan will drive Texas government to continue to lead the nation in the delivery of innovative and cost-effective technology solutions.

Amanda Crawford

Executive Director

Texas Department of Information Resources

The 2020-2024 State Strategic Plan for Information Resources Management is available online at dir.texas.gov/ssp.