

2016-2020 STATE STRATEGIC PLAN FOR INFORMATION RESOURCES MANAGEMENT

Balancing Tradition with Innovation

RELIABLE & SECURE SERVICES

SECURITY

CONTINUITY OF OPERATIONS

CONNECTIVITY

- Implement policies and standards aligned with the Texas Cybersecurity Framework
- Develop and adhere to a software currency policy
- Increase employee cybersecurity training and awareness
- Test and improve business continuity plans routinely
- Consider cloud infrastructure
- Implement teleworking
- Evaluate and forecast agency bandwidth consumption
- Implement a capacity management plan
- Upgrade data networks

MATURE IT RESOURCES MANAGEMENT

IT FUNDING

IT PLANNING & GOVERNANCE

IT WORKFORCE

- Bring CFO and IT directors together for agency tech projects
- Budget and account for all IT project costs
- Establish roles for IRMs in agency strategic plans
- Include critical stakeholders in decision-making process
- Assign business ownership of policy and change management decisions for IT projects
- Coordinate with agency leaders to develop a workforce plan
- Create knowledge transfer procedures
- Engage in active recruiting strategies, training, or consider outsourcing

COST-EFFECTIVE & COLLABORATIVE SOLUTIONS

LEGACY MODERNIZATION

CLOUD SERVICES

SHARED SERVICES

- Implement application portfolio management
- Evaluate cloud services and commercial off the shelf solutions
- Conduct regular security audits of unsupported and legacy systems
- Develop a comprehensive strategy for cloud deployments
- Increase use of DIR cloud contracts and statement of work templates
- Participate in secure, cost-effective cloud products and services
- Participate in pilot offerings that exemplify business value
- Choose a shared service model based on business value
- Secure support and governance to develop and deploy a shared service solution

DATA UTILITY

DATA MANAGEMENT & GOVERNANCE

OPEN DATA

DATA ANALYTICS

- Implement uncomplicated internal data governance structures
- Develop data management policies and procedures
- Promote standardization and interoperability of systems through a master data management plan
- Catalog and categorize data to identify datasets
- Format datasets to be machine readable
- Publish high-value datasets to agency websites
- Obtain buy in to cultivate good, agency-wide data practices
- Develop and seek expertise to begin a data analytics program
- Evaluate analytics strategy and decision making processes

MOBILE & DIGITAL SERVICES

MOBILE APPLICATIONS

DIGITAL SERVICES

INTERNET OF THINGS

- Collect and analyze data on how citizens use government services
- Evaluate agency needs for mobile apps versus responsive website design
- Gauge digital traffic based on customer satisfaction and website analytics
- Improve and automate internal processes
- Evaluate whether real-time data collection can provide innovative solutions
- Address data privacy and security, retention and storage