

Quick Reference Guide

Advancing the Next Generation of Technology in Texas

GOALS

OBJECTIVES

DESIRED OUTCOMES



Secure IT Service Delivery

1. Evaluate and deploy cost-effective security enhancement tools.
2. Routinely improve and test business continuity plans.
3. Consolidate and centralize identity and access management across applications.
4. Prioritize legacy modernization efforts.
5. Utilize an application portfolio management solution.

1. Effective agency security programs that reduce risk and vulnerability of the agencies information systems.
2. Protect private and confidential information, minimize exposure to cyberattacks, and create a mature risk-based security program.
3. Address legacy system modernization to reduce risk of system compromise and data breaches.
4. Redirect IT savings to improve security, enhance monitoring of potential threats, and increase application efficiency.



Advanced Data Management & Digital Services

1. Implement fundamental data management, governance, policies, and best practices.
2. Explore mobile and digital methods.
3. Spur change with data driven decisions supported by business intelligence.
4. Ensure the procurement and deployment of digital services provide accessible electronic information resources.
5. Focus on the customer's needs and preferences with user-centric design applications.

1. Improve business decisions, reduce costs, and increase automated processes.
2. Improve customer service through informed decisions and increased data quality.
3. Ensure technology is accessible and not contingent on a users' single sense or ability.
4. Increase efficiency and improve business relationships through a robust digital ecosystem.
5. Increase opportunities for agency data sharing to address topics that impact the state.



Agile & Automated IT Strategies

1. Consider agile procurement methodologies.
2. Leverage shared technology services.
3. Utilize open source software applications.
4. Explore and prioritize business process automation.
5. Initiate testing of artificial intelligence (AI) solutions.
6. Adopt modern development approaches.
7. Utilize an application performance management solution.

1. Increase readiness for advanced technologies such as machine learning, artificial intelligence, and robotic process automation.
2. Reduce risk, create sound procurement process, and improve project management practices.
3. Proactively focus on using emerging technologies effectively.
4. Reduce deployment time and increase functionality at reduced cost.
5. Better usage of IT-as-a-service, enabling opportunities for innovation and new initiatives.

2020-2024

State Strategic
Plan for
Information
Resources
Management

Quick Reference Guide

Advancing the Next Generation of Technology in Texas

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.

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.

— Amanda Crawford, Executive Director

Ten Tips for Advancing the Next Generation of Technology in Your Organization

1. Gain a better understanding of the 2020-2024 State Strategic Plan for Information Resources Management (SSP) by focusing on the goals and objectives that are relevant to your organization and reviewing the information at dir.texas.gov/ssp.
2. Build momentum in your agency by inviting your business areas to attend a DIR webinar or inviting DIR to make a presentation or provide consultation to your organization.
3. Identify agency goals and objectives that align with the SSP.
4. Develop strategies for achieving objectives and desired outcomes.
5. Define measures of success and monitor progress.
6. Support funding requests for new projects by showing alignment with the SSP.
7. Establish a technology strategic plan (or roadmap) that aligns with the SSP.
8. Leverage the three strategic goals to advocate for modernization.
9. Share successes and lessons learned with other business areas in your organization to promote collaboration.
10. Document benefits realized from projects or initiatives that align with SSP.

Contacts and Additional Information

Find the 2020-2024 SSP at dir.texas.gov/ssp.

For questions about the 2020-2024 SSP email policy@dir.texas.gov.



300 West 15th St., Suite 300, Austin, TX 78701
call 1-855-ASK-DIR1 (1-855-275-2471) or visit dir.texas.gov