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## **Strategic Plan 2006**

**Gopal K. Khanna**  
**State Chief Information Officer**

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### **OUR MISSION**

**Support transformation of public services by effective information management and efficient delivery of services to government and its customers.**

We do this by developing enterprise information strategies, policies, and standards; by overseeing information technology investments; and by creating a secure and efficient information management environment.

### **OUR VISION**

#### **An efficient information technology environment in which:**

- Customers have fast, secure access to data, applications, and services.
- Business needs, enterprise architecture, and standards guide investment decisions to achieve highest value.
- Effective use of shared information technology (IT) applications and services is the preferred mode of operation.
- Effective process management ensures prudent investment decisions and practices.
- Customers are routinely consulted when establishing the enterprise priorities, strategies, and policies that are the basis for effective information management.

## **OUR VALUES**

### **In carrying out our responsibilities, we will:**

- Work in close collaboration with our stakeholders and customers to identify and provide optimal solutions.
- Make decisions that are in the best interest of the people of the state of Minnesota.
- Act at all times in a manner consistent with our obligation to be thoughtful stewards of the public trust.
- Continuously seek out innovative technologies and business practices that improve public sector performance and service levels.
- Maintain an enterprise perspective and a future orientation on both business and technology matters.
- Observe process integrity in our management of projects and programs.
- Make decisions that are fact based, data driven, and objective.
- Observe the highest standards of ethical behavior as individuals and as an organization, and treat all persons with consideration and respect.

## **OUR STAKEHOLDERS**

We exist to serve the needs and interests of the citizens of the state.

We are accountable to them through the governor, legislature, and other elected officials who serve them; and to the public sector entities that administer programs to serve the citizens.

## **OUR CUSTOMERS**

Our principal customers include the citizens of Minnesota, state agencies and constitutional officers, public school systems and higher education institutions, and the local political subdivisions of the state. A positive relationship with customers, based on involvement and mutual respect, is essential to our success.

## **OUR STRATEGIES**

### **• TRANSFORM OET/ORGANIZATION & WORKFORCE DEVELOPMENT**

**Outcome:** OET is a restructured, enterprise-focused agency whose employees have the skills and tools to support the OET mission.

**Approach:** Redesign or refine business processes, encourage innovation, clarify and realign resources, provide targeted staff development, clearly define performance measures, and strengthen customer relationships.

### **• DEFINE THE SCOPE AND OFFERINGS OF SERVICES**

**Outcome:** OET offers a portfolio of service offerings keyed to customer needs — the shared/utility business model, the governance structure, and the enterprise information management strategies.

**Approach:** Analyze our operations and customer needs, redefine products and services from customer and partnership perspectives, and identify enterprise oversight needs.

### **• TRANSFORM DECISION-MAKING PROCESSES**

**Outcome:** OET supports a business-centered, decision-making structure using parallel processing. We emphasize an action-oriented, collaborative, and communicative culture.

**Approach:** Define internal management practices around service elements, engage stakeholders in a collaborative planning environment, and implement a responsive, effective operational environment.

### **• IMPLEMENT ENTERPRISE SECURITY AND ID MANAGEMENT PROGRAMS**

**Outcome:** OET manages a stable, secure, and responsive computing environment that supports information sharing and electronic service delivery.

**Approach:** Create and manage a comprehensive program of enterprise-wide security access, identification, authorization, and intrusion detection which assures citizens of data, process, and transactional integrity.

### **• LEVERAGE IT CONTRACTING AND PROCUREMENT PROCESSES FOR BEST VALUE**

**Outcome:** OET creates and oversees opportunities for economies of scale and improvements in support through standardization.

**Approach:** Develop policies to support enterprise-wide acquisition of technology and staff resources and assess agency needs for best value.

- **DEVELOP COMPREHENSIVE FUNDING MECHANISMS FOR ENTERPRISE IT**

**Outcome:** Funding sources for OET and agency-centered shared services are stable and reflect the value and scope of services provided to other agencies and customers.

**Approach:** Explore new mechanisms for funding enterprise-wide investments, identify reinvestment opportunities, develop a funding model for both shared and direct services, encourage understanding of enterprise-wide Total Cost of Ownership and life-cycle funding, develop internal accountability methods, and develop well-designed asset and investment tracking processes.

- **EMBRACE A STRONG PORTFOLIO MANAGEMENT PROGRAM**

**Outcome:** OET, in partnership with agencies, provides oversight of enterprise IT investments, projects, and policies on behalf of its stakeholders.

**Approach:** Develop the infrastructure; collect, analyze, and evaluate data; institute a phased-approach development model; construct evaluation and monitoring processes for major IT projects and acquisitions; and support best practices for agency development.

- **LEAD THE DEVELOPMENT OF AN ENTERPRISE ARCHITECTURE**

**Outcome:** OET leads in the definition and maintenance of a structured information architecture for the state, for good investment decisions, and for enterprise-wide leveraging of information and technology.

**Approach:** Utilize the existing technical architecture and collaborative standards-setting processes to define integrated, standards-based business and information architectures.

- **PROVIDE THE FOUNDATION FOR SEAMLESS INTEGRATION OF E-GOVERNMENT SERVICES**

**Outcome:** OET is aligned with agency business needs by providing technology services that enhance agency systems, resulting in seamless information sharing, technology standardization, and reduced costs.

**Approach:** Establish an OET e-Government leadership team, partner with customers, and align with the enterprise architecture to define reusable components for e-Government service development and integration. Guided by enterprise policies and standards, ensure that e-Government service designs are secure, scalable, and intuitive.