

Information Technology

Engaged
Caring
Adaptable
Tenacious
Resilient



Vision

Improve Business Performance through People, Process & Technology.

Mission

Looking through an innovative and customer centric lens, empower WDVA staff with effective technology.

Goals

- ✓ Effectively listen to, and to gain the trust and respect of our customers.
- ✓ Provide efficient technology solutions and processes that empower staff and improve WDVA.
- ✓ Provide quality, responsive, and innovative IT services.
- ✓ Build our strengths through education, teamwork, technology, and industry best practice.
- ✓ Embody continuous improvement and change.

WDVA IT Strategic Plan

Guiding Principles

Enable
Think "enterprise"

Empower
Think "people"

Assess
Think "options"

Modernize
Think "usability"

Innovation
Think "creative"

Goals

SERVICE

A responsive & innovative IT service that meets and enhances the business and customer experience

SECURITY & PRIVACY

A secure and resilient enterprise infrastructure that enables the trusted delivery of programs & services.

VALUE

Smart investments that are both high in value and cost effectiveness.

AGILITY

An agile, connected and high-performing team with modern tools.

Strategic Actions

SERVICE IT

- Service Management & modernization
- Efficient & Effective Operations

SECURE IT

- Defense in depth
- Trusted IT
- Education
- Outreach

MANAGE IT

- Governance
- Accountable IT Mgmt.
- Best Practices
- Sustainability
- Prioritize & Plan

WORKFORCE & IT

- IT Workforce
- Modern Workplace
- Digital Literacy
- Collaboration
- Solution Delivery