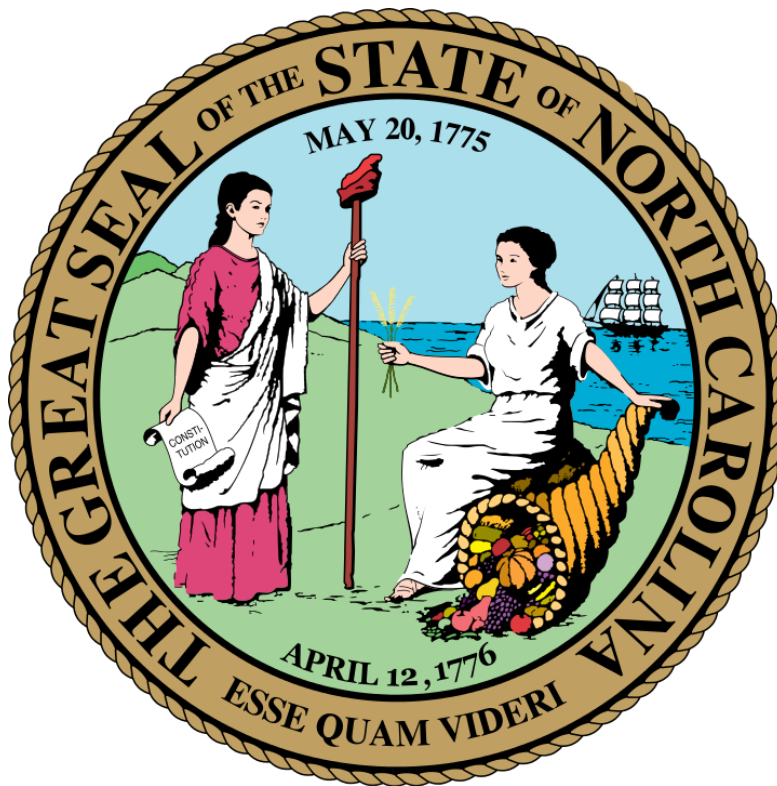


INFORMATION TECHNOLOGY PLAN GUIDANCE FY 2021 - 2023



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Instructions

This document provides guidance for completing the updated 2021-23 IT Plan template. Please be sure to review the entire document before beginning your 2021-23 IT Plan.

Agency IT Plans must cover a 5-year period, per [G.S. § 143B-1330](#). These plans should align with the mission, goals, and objectives outlined in your agency strategic plan. The Office of State Budget and Management has revised its schedule for agency strategic plan submission. These plans are now due in the spring of 2021. The 2021-23 IT Plan should align to the content of the existing agency strategic plan and can be updated when the new agency plan is submitted. When outlining projects and initiatives, include ongoing and new initiatives. Completed or discontinued initiatives should not be included in this document. Be sure to also document whether the project or initiative will require an expansion request.

More detailed instructions are embedded in the template outline below.

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1. Statewide Information Technology Goals

Below are the statewide IT goals for the 2021-2023 biennium.

- 1. Secure IT systems and infrastructure:** Provide a resilient infrastructure that mitigates risk, supports business continuity, provides security and privacy of the state's and citizens' data, and supports secure collaboration and information sharing.
- 2. Deepen trusted partnerships:** Support and empower the business of state government by improving processes, enhancing cross-agency collaboration and cooperation, and establishing and managing IT standards.
- 3. Improve the management and transparency of IT:** Improve the usage of the state's IT resources by increasing the visibility into those, the cost of the resources, and their overall utilization.
- 4. Modernize and centralize IT operations:** Through process improvement and optimization, modernize and centralize technology operations to effectively support a 21st century government.
- 5. Empower our citizens through technology:** Provide transparent, easy-to-use, and customer-focused government and student services.
- 6. Promote better decision-making through analytics:** Leverage the state's data to make more informed decisions, policies, and laws.
- 7. Operation Efficiency:** Eliminate redundancy of systems, services, and technologies to streamline operations.

2. (Insert Agency Name) Strategic Plan Executive Summary and Goals

Include a high-level summary of your agency's strategic plan, including goals and objectives, here.

3. (Insert Agency Name) IT Plan Initiative Table

In the table below, please outline your IT programs, projects, or initiatives. Include whether it is new, a brief description, the required budget, how it will be funded, what agency and/or statewide IT goal it supports, and when you expect it to be completed.

An example table can be found below:

IT Program, Project, or Initiative		New (Yes/No)	Description <small>*Provide Justification in Section 4</small>	Budget Requirement (\$)	Funding Mechanism	Supported Agency Goal	Supported Statewide IT Goal	Anticipated Completion Date
1	Project A	No	This is a brief 1-2 sentence description.	Provide the dollar amount needed for the initiative.	Existing Appropriations	N/A	Goal 5	FY2021
2	Initiative B	Yes			Expansion Request	Goal 1	N/A	FY2023
3	Program C				Receipts	Goal 3	Goal 4	FY2022
4	Initiative D				Federal funds	Goal 2	N/A	FY2020

4. (Insert Agency Name) IT Program, Project, or Initiative Justifications

Provide a detailed narrative for each item from the table in Section 3. Explain how the program/project/initiative directly supports an agency and/or SCIO strategic goal and how you intend to measure progress.

1. Project A

- a. Justification:** Explain in more detail what Project A entails, specifically documenting how Project A will support statewide IT goal 5 (to modernize and centralize IT operations).
- b. Measures:** Explain how you will measure the progress/success of Project A towards achieving statewide IT goal 5.

2. Initiative B

- a. Justification:**
- b. Measures:**

5. (Insert Agency Name) Enterprise IT Opportunities

The purpose of this section is to learn about additional initiatives that your agency envisions, possible joint funding opportunities that the agency may be planning with other agencies, and other funding sources that could be utilized at the enterprise level. Please consider both IT and non-IT initiatives. Most initiatives that are enterprise in nature will likely require both business and IT resources.

5.1. Potential Initiatives

Describe any additional initiatives that your agency envisions and would like to take on but does not currently have the resources to undertake.

5.2. Collaborative Opportunities

Identify opportunities for statewide or inter-agency collaborative initiatives that would yield significant efficiencies or improve effectiveness in State programs.

Appendix A: (Insert Agency Name) IT Organizational Chart

Please insert your current organizational chart.

Appendix B: (Insert Agency Name) IT Accomplishments and Progress Review

Please update the table below with progress from your 2019-21 IT Plan.

FY19-21 Goal	FY19-21 Objective	FY19-21 Initiative	Progress Review	Anticipated Completion Date
Goal 1 <i>Serve constituents anytime, anywhere</i>	Objective 1.1 <i>Enable citizens to obtain/renew hypothetical licenses online by FY 2017</i>	Initiative 1.1.1 <i>Hypothetical customer-facing web portal</i>	Completed	FY 2017
		Initiative 1.1.2	Underway	2020
			In Planning	
	Objective 1.2	Initiative 1.2.1	Not Relevant	
		Initiative 1.2.2		
Goal 2	Objective 2.1	Initiative 2.1.1		
		Initiative 2.1.2		
	Objective 2.2	Initiative 2.2.1		
		Initiative 2.2.2		
Goal 3				