

Vision

Government that strategically leverages technology for an equitable, prosperous, healthier, and educated North Carolina.

Mission

Enable trusted business-driven solutions that meet the needs of North Carolinians.

Priorities

Broadband/Connectivity • Cybersecurity & Privacy • Digital Transformation

Guiding Principles

Collaboration • Innovation & Creativity • Transparency • Accountability • Agility • Integrity • Customer Focused

Statewide IT Strategic Plan

Statewide Goals

Foster a connected NC to improve opportunities and outcomes for all North Carolinians

- Provide resources to our partners in the private, not-for-profit, and public sectors to expand broadband and increase digital equity
- Collaborate with partners to establish guidance and policy to improve the digital landscape
- Develop better data mapping of served, unserved, and underserved populations
- Enhance 911 capabilities across the state
- Support improved health outcomes through the adoption of innovative technologies
- Improve access to online learning opportunities for all of NC's students while ensuring data privacy
- Foster and promote digital government

Transform the delivery of services

- Enhance service management by improving transparency, and streamlining and securing day-to-day operations
- Adopt broker service model and supporting capabilities
- Improve our ability to forecast the needs of our customers
- Develop and implement a new funding model for IT in the state
- Develop scalable services that meet the current and emerging needs of our customers
- Invest in modern authentication services to support the state's current and future needs

Optimize and secure the state's IT and application portfolios

- Leverage the Enterprise Portfolio Management Tool to identify technology convergence opportunities across the state
- Implement enterprise IT governance to optimize IT investments
- Develop a statewide resiliency and security plan for critical applications for all levels of government
- Make strategic decisions about our portfolio based on the needs of the business
- Modernize state infrastructure to broadly include cloud and on-demand models and supporting capabilities
- Develop an application modernization program

Promote an inclusive and innovative workforce

- Attract, develop and retain a skilled and diverse workforce
- Establish a culture of empowerment and collaborative thinking
- Invest in people through increased training and education opportunities
- Develop and implement advancement opportunities for our employees
- Create a succession strategy for IT staff to ensure continuity of service across the enterprise
- Improve communication and transparency with employees

Leverage data assets and analytics to further advance a data-driven government

- Execute enterprise data governance strategies to promote data sharing while ensuring data privacy and security
- Inventory and invest in critical data assets across the enterprise
- Advance the data integration and analytics program statewide
- Implement an enterprise data management program that addresses data standards, quality, and accessibility
- Expand the use of modern data visualization capabilities to measure performance and impacts