NCDIT’s Strategic Plan

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

Goals
- Foster a connected NC to improve opportunities and outcomes for residents
  - Expand broadband and digital inclusion.
  - Work with our partners in the private, not-for-profit, and public sectors to expand broadband and increase digital equity.
  - Enhance the customer and citizen digital experience.
  - Enhance 911 capabilities across the state.
  - Increase collaboration among state and local entities.
- Optimize and secure the state’s IT and application portfolios
  - Implement a whole-of-state approach to cyber and risk management.
  - Integrate and operationalize cyber security tools across all state agencies.
  - Continue to optimize IT across Cabinet agencies.
  - Leverage the Enterprise Portfolio Management Tool to identify critical applications and technology convergence opportunities.
  - Implement enterprise IT governance to optimize IT investments.
  - 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.
  - Improve communication and transparency with employees.
  - Foster an environment that promotes diversity, equity, and inclusion.
- Leverage data assets and analytics to further advance a data-driven government
  - Provide data analytics and insights for more informed decision-making.
  - Execute enterprise data governance strategies to promote data sharing while ensuring data privacy and security
  - Inventory critical data assets across the enterprise.
  - Implement an enterprise data management program that addresses data standards, quality, and accessibility.
  - Expand the use of modern data visualization capabilities to track performance and impacts.
- Transform the delivery of services
  - Enhance the DIT customer experience.
  - Develop scalable services that meet the current and emerging needs of our customers.
  - Establish service broker model and supporting capabilities.
  - Enable a cloud migration strategy.
  - Simplify statewide IT procurement.
  - Improve the ability to forecast customer needs.
  - Transition to a modern authentication services to support the state’s current and future needs.
  - Invest in secure, scalable infrastructure for data programs.
  - Develop and implement a new funding model for IT in the state.

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