

# 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.



### 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.



### 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.



### 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.