



Mission

The mission of the Texas Department of Information Resources (DIR) is to serve Texas government by leading the state's technology strategy, protecting state technology infrastructure, and offering innovative and cost-effective solutions for all levels of government.

Vision

Transforming how Texas government serves Texans.

Core Values

Innovation
Leadership
Ethical
Accountable
Delivery

Agency Operational Goals

1 Expand cybersecurity services, increase cybersecurity awareness, and improve the strength of cybersecurity programs.

- Enhance public-sector cybersecurity through statewide outreach and education.
- Address cybersecurity threats to critical infrastructure.
- Develop Regional Security Operations Centers (RSOCs) and expand the Volunteer Incident Response Team (VIRT).
- Reduce cloud-based risks through the Texas Risk and Authority Management Program (TX-RAMP).
- Implement enhanced security protections and tools for the state data network.
- Increase security services offerings for customers.

2 Increase timely, cost-effective, secure, and customer-oriented access to technology services and solutions.

- Increase use of Texas.gov services and the mobile application, Texas by Texas (TxT).
- Increase the portfolio of solutions available through DIR's Cooperative Contracts.
- Provide shared service offerings for modernizing legacy IT systems.
- Implement enhanced telecommunications contracts and services.

3 Accelerate digital transformation by providing innovative and agile solutions.

- Transform public-sector digital capabilities with mobile applications, analytics, and other digital technologies.
- Use innovative technologies to transform DIR's customer experience.
- Create opportunities for collaboration and learning through a Digital Services Academy.

- Expand agile and other methodologies into IT project management, procurement methods, and application development.
- Increase customers' ability to access DIR services and resources.

4 Improve data governance and increase the adoption of data management best practices.

- Strengthen public-sector data governance to ensure that Texans' data remains private and secure.
- Optimize DIR's data analytics capabilities.
- Empower DIR customers by creating a data literacy program.
- Reduce public information requests and expand data sharing through use of the Texas Open and Closed Data Portals.
- Enhance DIR's internal data governance by establishing procedures and controls to manage and oversee the agency's data assets and creating a data catalog.

5 Optimize information technology procurement and contracting practices.

- Define and submit a funding request for a full-service e-procurement and contract management system.
- Streamline and automate DIR procurement and contract management processes.
- Deliver continuing education modules specific to IT procurement and contracting for DIR customer agencies.
- Provide collaboration opportunities to share procurement and contract management best practices.
- Identify solutions to improve sales reporting information.

Find full details here: [2023-2027 Agency Strategic Plan](#)