

Guiding Principles ✓ Prioritize Security ✓ Focus on Texans ✓ Collaborate



Goal 1: Elevated Government Experience

Objectives

1. **Customer Experience Strategies:** Implement customer experience (CX) strategies to improve processes and shift thinking to a constituent-centric perspective.
2. **Digital Accessibility:** Ensure that all Texans can access government information and services in multiple ways that do not rely on a single sense or ability.
3. **Connectivity and Continuity:** Support initiatives that provide statewide internet access to Texans and allow state employees to continue government operations at times of disruption.
4. **Secure Identity and Access Management:** Implement secure identity and access management strategies for constituents and state employees.



Goal 2: Mature Data Management and Privacy Practices

Objectives

1. **Data Governance:** Implement robust data governance through strong executive support, clearly defined roles, consistent policies and processes, and effective data management tools.
2. **Data Literacy:** Cultivate a data-literate workforce by offering training, fostering data-sharing opportunities, and emphasizing the importance of data-driven decisions.
3. **Reliable Analytics:** Demonstrate how accurate, reliable analytics can improve business decisions.
4. **Data Security and Privacy:** Protect personal and confidential information by implementing strong data security and privacy practices that comply with legal and ethical standards.



Goal 3: Skilled and Resilient Workforce

Objectives

1. **IT Workforce Skills:** Prepare for the future workplace through data-driven workforce planning, skills-based hiring, and strategic partnerships.
2. **Talent Development:** Develop a talent pipeline with opportunities for people in various stages of their career journey.
3. **Resilient Teams:** Cultivate flexible teams who can readily adapt to change, transition to new roles, and are responsive to constituent needs.
4. **Workplace Culture:** Create a sustainable workplace culture that supports people and increases engagement.



Goal 4: Transformation and Modernization

Objectives

1. **Organizational Readiness:** Improve organizational readiness with a comprehensive approach that considers people, processes, and technologies.
2. **Accelerate Modernization:** Leverage modern methods and technologies to implement risk-based solutions that replace outdated systems, devices, and applications.
3. **Guidance for Emerging Technology:** Implement policies that build upon guidance from state leadership for the secure and responsible use of generative artificial intelligence (AI) and other emerging technologies.