



# 2021-2025 Agency Strategic Plan Quick Reference

## Mission

The mission of the Texas Department of Information Resources 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

Innovative  
Leadership  
Ethical  
Accountable  
Delivery

## Agency Operational Goals

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

- Finalize an Information Sharing Analysis Organization (ISAO).
- Implement a real-time forensics tool for Shared Technology Services (STS) security incident management.
- Develop Identity as a Service (IDaaS) through the STS program.
- Improve security posture through outreach and education.

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

- Expand Texas.gov services through the mobile application, "Texas by Texas (TxT)."
- Improve and redesign DIR's website.
- Optimize bandwidth for state data network.
- Procure and implement new telecommunications contracts and services.
- Implement a digital document management system.

### 3 Accelerate digital transformation by providing innovative and agile solutions.

- Use shared service offerings to address IT legacy modernization.
- Increase access to DIR services and resources through self-service solutions.
- Implement artificial intelligence (AI) and digital transformation opportunities in DIR processes.
- Offer digitization solutions through the Cooperative Contracts Program, Shared Technology Services, and Telecommunications roadmaps.

- Expand agile methodologies into IT project management, procurement methods, and application development.
- Provide guidance for adopting digital capabilities.

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

- Develop data governance strategy and implementation plan for DIR.
- Ensure that Texans' data remains private and secure through strong data governance.
- Expand data training based on the key principles in the Texas Data Management Framework.
- Increase use of the Open Data Portal (ODP) to leverage data for transparency.
- Encourage sharing within and between organizations through the Closed Data Portal (CDP).
- Continue outreach efforts to expand the knowledge of the ODP/CDP value and capabilities.

### 5 Optimize information technology procurement and contracting practices.

- Further streamline and automate DIR procurement and contract management processes.
- Establish procurement and contracting processes and document best practices.
- Formalize, document, and publish these approved policies.
- Develop vendor management strategy/approach for each vendor/contract segment.
- Develop and deliver continuing education modules for DIR customers.

Find full details here: [2021-2025 Agency Strategic Plan](#)