

Introduction

Message from the CIO



As I looked back on my introduction for the 2014 Statewide Strategic IT Plan, I realized that much of what I stressed then still applies. The state agency IT community understands that, in order to provide essential support for Governor Walker's goals, we must continue to build partnerships, strengthen the security of information, and enhance our operational efficiency. The basic challenges haven't changed. What is clearly different is the improved position we are in to address those challenges.

Our fully implemented enterprise resource planning system, STAR, gives us the foundation for cost-effective shared services and data-driven decision making. Our progress in developing enterprise security strategies, as well as public- and private-sector teams that work together to respond to cyber disruptions, expands our ability to protect critical public services. Our focus on optimizing the state's IT infrastructure and leveraging cloud opportunities enables entirely new levels of flexibility and value in service delivery. Our development of new and innovative eGovernment services brings government up to speed with the demands of citizens' daily lives.

These are the more readily identifiable areas of progress the enterprise has made since 2014. But there are two more initiatives I want to highlight. The common thread that unifies our efforts is connectedness. Customers and citizens have to be connected, consistently and comprehensively, to take full advantage of our advancements in government service delivery. The state's recently signed contract for network services provides broadband communications sufficient to meet the increasing requirements of government, education, health care, and public safety. Knowing that we will have an accessible and secure network for the future is a major step forward for Wisconsin.

Likewise, this advanced network supports a significant productivity tool: unified communications (UC). Agencies are currently participating in a UC rollout, which provides an integrated platform for phone services, instant messaging, video conferencing, and additional collaboration tools. UC also brings presence technology, where colleagues and customers can quickly see the availability and best way to contact an individual. This is a simple-sounding concept that has dramatic potential to improve productivity in government organizations, and we are well on our way to delivering the capabilities.

By 2018, I expect many of the major initiatives outlined in this plan to be underway and on a path toward producing tangible results. We will position state government to deliver reliably efficient and transparent services, through which connected citizens can often help themselves. It is a privilege to be a part of this effort and to work with my many talented enterprise colleagues to make this change happen.

David Cagigal
Chief Information Officer