Washington State Parks Information Technology Strategic Plan 2022-2025

VISION → **To Enhance Our Parks through Technology**

The agency IT approach aligns our strategies and initiatives with the goals of the State IT Strategic Plan 2021-25 (link) and the 2021-31 Washington State Parks Strategic Plan (link)

STATE IT GOAL #1 – Efficient & Effective Government	STATE IT GOAL #2 – Accountable IT Management	STATE IT GOAL #3 – IT Workforce	STATE IT GOAL #4 – Enterprise Architecture	STATE IT GOAL #5 – Security & Privacy
Agency Goals: *-Customer Experience* *-Quality of Life*	*Agency Goals:* *-Resource Management* *-Diversity, Equity & Inclusion*	*Agency Goals:* *-Workforce Development* *-Diversity, Equity & Inclusion*	*Agency Goals:* *-Resource Management* *-Resource Protection*	*Agency Goal:* *Resource Protection*

Washington State Parks IT Strategies and Initiatives (In Progress or Planned)

• Enable technologies that promote a more positive and inclusive experience for customers and staff • Increase public access to data • Facilitate digital technology strategy to support Tribal relations **Actions:** • Partner with the public website redesign effort for a better user experience • Support the agency OneWA implementations - Phase 1A and subsequent releases • Continue to support Central Reservation System program efforts and enhancements • Acquire and implement a new IT Help Desk system • Install Wi-Fi, innovative interpretive interactions, and pay stations in Parks statewide to serve needs of visitors and staff • Develop more open data sources and collections	• Promote and accommodate agency business needs • Improve accessibility of agency systems in accordance with the American Disabilities Act (ADA) and regulatory policies • Facilitate and support state and agency initiatives for Diversity, Equity & Inclusion (DEI) • Promote reuse of existing software and hardware, DES statewide contracts and state vetted solutions • Improve IT governance of enterprise technology projects and acquisitions **Actions:** • Improve IT Advisory Team dashboard tool and processes to prioritize IT projects & acquisitions • Increase conformity to ADA & WCAG (Web Content Accessibility Guidelines) by updating systems • Replace and aggregate Land management systems to empower improved resource management	• Support a diverse and resilient workforce • Strengthen and support hybrid work environments • Support and fund IT training to stay current with technology trends and changes • Collaborate with cross-agency IT meetings, events and user groups for knowledge sharing and best practices **Actions:** • Work with HR and leadership to create new and emergent IT positions to support agency needs • Fund and send staff for current and emerging technology training • Fill essential staff vacancies and hire for newly funded positions to better support current and advancing systems and technologies	• Increase utilization of cloud technologies • Modernize technology and connectivity in parks • Preserve physical environs while upgrading and implementing new technology infrastructure **Actions:** • Provide broadband connectivity in parks • Consult with WaTech and OCIO to increase alignment of agency IT portfolio to statewide architecture • Migrate legacy and network-based software to cloud services	• Develop and implement an ongoing IT security risk management program targeting information security • Strengthen and grow IT capabilities to ensure data privacy and security • Comply with, and support, state polices set by Office of Cybersecurity and Office of Privacy and Data Protection **Actions:** • Establish data security and privacy positions to manage growing privacy obligations and risks • Facilitate security design reviews for software projects as required • Ensure secure management and protection of archeological artifacts • Continue rollouts, updates, and support of agency computers, software, and equipment • Increase security posture with increased staff, innovative tools, and continuous training