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Information Technology Strategic Plan

MISSION

The Office of the Attorney General will provide excellent, independent, and ethical legal services to the State of Washington and protect the rights of its people.

VISION

The Office of the Attorney General will be the best public law office in the United States.

VALUES

All staff in the Office of the Attorney General are guided by the following core values:

1. We will deliver high quality legal services and remember that we serve the people of Washington.
2. We will conduct ourselves with integrity, professionalism, civility, and transparency.

We will promote a collegial, diverse and inclusive workplace that values, respects and supports our employees.

Information Services Division (Core Values)

MOTIVATION

We will embrace change to bring value in our IT services that empowers the work of our modern public law firm.

APPRECIATION

We will support our peers by recognizing their contributions and respect each other so that we all feel valued.

ACTION

We will deliver innovative technology solutions to meet customer's needs while providing sustainable support services built on efficient processes.

COOPERATION

We will interact with each other in a way that fosters trust and transparency so that we can effectively work together in a collaborative team environment.

FY 2019-21 Strategic Objectives

(Technology Specific Objectives)

Improve Internal Efficiency and Effectiveness

1-2-2 Adjust existing software and processes to improve effectiveness and efficiency.

Implement collaborative, cloud-based litigation software platforms such as EverLaw to support and scale to clients' expanding discovery needs. Explore options to upgrade and improve systems such as the current matter management system, CCTNs, scheduling requests, and Office 365.

Proactively engage in risk management efforts

1-3-4 Protect data security.

To safeguard sensitive data stored on AGO electronic systems, provide regular IT security training and awareness tools, implement multi-factor authentication in applications with sensitive data, and implement seamless Single Sign-on technologies where possible.

Ensure employees have the tools and work space they need to be efficient and effective.

3-4-1 Expand mobility to improve productivity.

Continue to identify and deploy hardware and software solutions that allow employees to work effectively outside the office. Increase the availability of mobile devices and access to AGO technology and applications. Ensure employees have and know how to access support for mobile access.

3-4-2 Implement technology solutions to improve effectiveness.

Assess AGO business needs and, where possible, implement technical solutions that make it easier for employees to perform their work. Leverage Microsoft Office365 technologies to improve the reliability of digital services. Increase resources and training on how to use available technology, including equipment, devices, and software.