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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.

ANTI-RACIST COMMITMENT

The Office of the Attorney General is committed to recognizing, addressing, and eradicating all forms of racism within the scope of its work and operations. Conversations about race require courage, respect, and compassion. We recognize that when we enter into these conversations, we may not always be comfortable and may need to lean into the discomfort. As an agency that strives to be anti-racist, it is our goal to identify, discuss, and challenge racial inequity in the workplace and the impact it has on our employees, and, within our authority, combat racism that impacts the people of the State of Washington.

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	APPRECIATION
We will embrace change to bring value in our IT services that empowers the work of our modern public law firm.	We will support our peers by recognizing their contributions and respect each other so that we all feel valued.
ACTION	**COOPERATION**
We will deliver innovative technology solutions to meet customer's needs while providing sustainable support services built on efficient processes.	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.

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2022-2024 Strategic Objectives
(Technology Specific Objectives)

SERVE THE STATE

Improve internal efficiency and effectiveness through the use of technology solutions and data.

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 to reduce the state's liability and improve outcomes for the public.

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

PROTECT THE PEOPLE

Promote good government.

Support technologies that allow the AGO to be efficient and effective by making the most of the data available. Use existing IT portfolio and project governance processes to ensure that IT resources are best aligned and utilized to support the mission of the AGO.

SUPPORT AND VALUE OUR EMPLOYEES

Ensure employees have the training, tools, and resources to be successful, efficient, and effective.

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.

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.