**Agency Name**

**STRATEGIC PLAN**

**and**

**INFORMATION TECHNOLOGY PLAN  
FY 2017 - 2019**



By

Agency Head, Agency Name  
Date

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# (Insert Agency Name) Strategic Plan Executive Summary

*Include a high level summary of your agency’s strategic plan here. (This should be the last section of this document to be written.)*

# (Insert Agency Name) Quick Reference Guide

|  |  |  |
| --- | --- | --- |
| **Goal 1 - Make Transportation Safer** | | |
| **Objective 1.1** - *Reduce fatalities by at least 2 percent or greater* | | |
| **1.1.1 –** *Fatality rate/count* | **Strategy** | *Employ evidence-based enforcement activities* |
| *Using enforcement mechanisms X, Y, and Z have been shown to decrease the rate of fatality incidents. We will record these activities and compare results to the measure.* | |
| **Objective 1.2** – *Reduce the crash rate by 5% over the previous fiscal year baseline* | | |
| **1.2.1 –** *Crash rate/count* | **Strategy** | *Utilize sound engineering principles & practices to promote safety.* |
| *New techniques in A, B, and C have been used to great success. Unit X will be tracking this measure as the techniques are applied.* | |
| **Goal 2 – Provide Great Customer Service** | | |
| **Objective 2.1** – *Decrease response times by 5 percent from last fiscal year* | | |
| **2.1.1** – *Response time from point of notification to point of arrival on scene.* | **IT Initiative** | *Roll out new software system to manage incident reports* |
| *The new system will increase the capacity for staff to manage a large number of incidents and provide real-time response rate data.* | |

Click to see the drop down menu for different options you can select for types of Initiatives and Strategies!

# Enterprise Opportunities

*The purpose of this section is to learn about additional initiatives that your agency envisions, possible joint funding opportunities that the agency may be planning with other agencies, and other funding sources that could be utilized at the enterprise level. Please consider both IT and non-IT initiatives. Most initiatives that are enterprise in nature will likely require both business and IT resources.*

3.1. Potential Initiatives

*Describe any additional initiatives that your agency envisions and would like to take on, but does not currently have the resources to undertake.*

3.2. Collaborative Opportunities

*Identify opportunities for statewide or inter-agency collaborative initiatives that would yield significant efficiencies or improve effectiveness in State programs.*

# (Insert Agency Name) Vision, Mission, and Values

4.1 Vision

*A vision statement is the agency’s roadmap, describing what the agency wants to achieve or accomplish in the future. It answers the question “where do we want to be?” and clearly communicates to employees what they are working towards. The vision statement should be clear and concise and serve as a guide for defining goals, objectives and measures.*

*Example:*

*NCDOT: A global leader in providing innovative transportation solutions*

4.2 Mission

*The mission statement is the common thread that describes an agency’s basic purpose and concisely identifies what the agency does, why, and for whom. It should provide a clear answer to the question “why do we exist?” While the vision focuses on the future, the mission describes the present.*

*Example:*

*Connecting people, products, and places safely and efficiently with customer focus, accountability,*

*and environmental sensitivity to enhance the economy and vitality of North Carolina.*

4.3 Values

*Values are the principles that govern behavior within an agency. Defining and frequently communicating values can help the agency define its culture and beliefs. Values effectively communicate to employees how to interact with each other and guide how to carry out individual responsibilities.*

*Example:*

*Integrity: We earn and maintain trust through data-driven decisions, accountability, and transparency.*

# (Insert Agency Name) Goals, Objectives, and Measures of Success

**Goal 1 - (Example: Improve the reliability and connectivity of the transportation System.)**

*Describe the goal. To which of the Governor’s goals or priorities does this align? Who are the key partners or stakeholders involved?*

**1.1 Objective -** (Example: Increase the percentage of time when travel times are met based on

highway speed limits to 80 percent or greater)

*Describe the objective(s) that support the goal. What is the rationale behind this objective?*

**1.1.1 Measures of Success -** (Example: Percentage of time when travel times are met based on highway speed limits)

*Describe the measures that will be used to evaluate progress. Is this a new measure that you will be building a baseline from or do you have legacy data to make a comparison?*

**Strategies/Initiatives -** (Example: Implement new and improve existing traffic operations strategies)

*Describe efforts that will be employed to accomplish the objective. How will this strategy or initiative accomplish your objective(s)? Identify the organizational unit within the agency that is accountable for implementation and any pertinent information such as funding details, milestones, or a basic timeline.*

**1.2 Objective –** Repeat as necessary for all objectives related to goal 1.

*Tip - You can have as many objectives as necessary, but look for cross-cutting opportunities when possible.*

**1.2.1 Measures of Success -** Repeat as necessary.

*Tip - You can have multiple measures for the same objective.*

**Strategies/Initiatives** **-** Repeat as Necessary.

*Tip - You may have multiple strategies or initiatives contributing to the same measure.*

**Goal 2 - Repeat as Necessary**

*Tip - Recommended number of goals is 3 to 5.*

# (Insert Agency Name) Information Technology Plan Executive Summary

*Include a high level summary of your agency’s IT plan here. (This should be the last section of the IT plan to be written.)*

# (Insert Agency Name) Information Technology Quick Reference Guide

| Goal | Objective | Initiative | Brief Description | Funding Mechanism | Anticipated Completion Date |
| --- | --- | --- | --- | --- | --- |
| Goal 1  *Should clearly support the Agency mission and/or align with the goals of the SCIO* | Objective 1.1  *Measurable, time-based statements of intent that should be derived from and directly linked to the corresponding goal.* | Initiative 1.1.1  *A project or activity undertaken to achieve the stated objective.* | *A description of the efforts to accomplish the objective.* | *Ex. Expansion request, federal grant, existing funds* | *Ex. FY2018* |
| Initiative 1.1.2 |  |  |  |
|  |  |  |  |
| Objective 1.2 | Initiative 1.2.1 |  |  |  |
| Initiative 1.2.2 |  |  |  |
|  |  |  |  |
| Goal 2 | Objective 2.1 | Initiative 2.1.1 |  |  |  |
| Initiative 2.1.2 |  |  |  |
|  |  |  |  |
| Objective 2.2 | Initiative 2.2.1 |  |  |  |
| Initiative 2.2.2 |  |  |  |

# (Insert Agency Name) IT Vision, Mission, and Values

8.1 IT Vision

*A vision statement is the agency’s roadmap, describing what the agency wants to achieve or accomplish in the future. It answers the question “where do we want to be?” and clearly communicates to employees what they are working towards. The vision statement should be clear and concise and serve as a guide for defining goals, objectives and measures.*

*Example:*

*DIT vision: A performance-driven, transparent, and secure IT organization with an unyielding commitment to connecting people, resources, and partners.*

8.2 IT Mission

*The mission statement is the common thread that describes an agency’s basic purpose and concisely identifies what the agency does, why, and for whom. It should provide a clear answer to the question “why do we exist?” While the vision focuses on the future, the mission describes the present.*

*Example:*

*DIT mission: To lead, partner, and facilitate in order to provide easy, cost-effective government services to the citizens of North Carolina.*

8.3 IT Values

*Values are the principles that govern behavior within an agency. Defining and frequently communicating values can help the agency define its culture and beliefs. Values effectively communicate to employees how to interact with each other and guide how to carry out individual responsibilities.*

*IT values should be the same as Agency values.*

# (Insert Agency Name) IT Goals, Objectives, and Measures of Success

**Goal 1 - (Example from NCCCS FY15-17 Plan: Improve Data Quality and Electronic Reporting)**

*Describe the goal. To which of the Agency and/or SCIO’s goals or priorities does this align? Who are the key partners or stakeholders involved?*

**1.1 Objective -** (Example from NCCCS FY15-17 Plan: Establish a robust data system that provides accurate and accessible information that fosters a culture of data-driven decision making which addresses research questions and informs policies.)

*Describe the objective(s) that support the goal. What is the rationale behind this objective?*

**Measures of Success -** (Example from NCCCS FY15-17 Plan: Reduce error rates in data reporting from the community colleges to the System Office to a level at or below 5%.)

*Describe the measures that will be used to evaluate progress. Is this a new measure that you will be building a baseline from or do you have legacy data to make a comparison?*

**1.1.1 Initiative -** (Example from NCCCS FY15-17 Plan: Data Initiative)

*Describe efforts that will be employed to accomplish the objective. How will this strategy or initiative accomplish your objective(s)? Identify the organizational unit within the agency that is accountable for implementation and any pertinent information such as funding details, milestones, or a basic timeline.*

**1.2 Objective –** Repeat as necessary for all objectives related to goal 1.

*Tip - You can have as many objectives as necessary, but look for cross-cutting opportunities when possible.*

**Measures of Success -** Repeat as necessary.

*Tip - You can have multiple measures for the same objective.*

**1.2.1 Initiatives** **-** Repeat as Necessary.

*Tip - You may have multiple initiatives contributing to the same measure.*

**Goal 2 - Repeat as Necessary**

*Tip - Recommended number of goals is 3 to 5.*

# (Insert Agency Name) IT Organizational Structure

*Please insert your current organizational chart.*

# Enterprise IT Opportunities

*The purpose of this section is to learn about additional initiatives that your agency envisions, possible joint funding opportunities that the agency may be planning with other agencies, and other funding sources that could be utilized at the enterprise level. Most initiatives that are enterprise in nature will likely require both business and IT resources.*

11.1. Potential Initiatives

*Describe any additional initiatives that your agency envisions and would like to take on, but does not currently have the resources to undertake.*

11.2. Collaborative Opportunities

*Identify opportunities for statewide or inter-agency collaborative initiatives that would yield significant efficiencies or improve effectiveness in State programs.*

# Appendix A: (Insert Agency Name) Major IT Projects

| **Initiative/ Project** | **Short Description** *(indicate if >$500,000)* | **Related Goals and Objectives** | **Funding Mechanism** | **Anticipated Benefits** | **Anticipated  Completion Date** |
| --- | --- | --- | --- | --- | --- |
| ***Initiative/Project Name*** | *Provide a short description of this item (Please also indicate if this is a project or application with a cost over* ***$500,000****).* | *To what agency goals and objectives and/or SCIO goals does this project relate?* | *Please identify funding strategy (expansion, grant, etc.)*  *For existing projects, note whether they are fully funded or require expansion.* | *Provide a summary of any anticipated benefits.* | *Provide an estimated completion date for the project.* |
| **New Initiatives/Projects** | | | | | |
| ***Initiative/Project Name*** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Existing Initiatives/Projects** | | | | | |
| ***Initiative/Project Name*** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# 

# Appendix B: (Insert Agency Name) IT Accomplishments and Progress Review

| FY15-17 Goal | FY15-17 Objective | FY15-17 Initiative | Progress  Review | Anticipated  Completion Date |
| --- | --- | --- | --- | --- |
| Goal 1  ***Serve constituents anytime, anywhere*** | Objective 1.1  ***Enable citizens to obtain/renew hypothetical licenses online by FY 2017*** | Initiative 1.1.1  ***Hypothetical customer-facing web portal*** | ***Completed*** | ***FY 2017*** |
| Initiative 1.1.2 | ***Underway*** | ***2020*** |
|  | ***In Planning*** |  |
| Objective 1.2 | Initiative 1.2.1 | ***Not Relevant*** |  |
| Initiative 1.2.2 |  |  |
|  |  |  |
| Goal 2 | Objective 2.1 | Initiative 2.1.1 |  |  |
| Initiative 2.1.2 |  |  |
|  |  |  |
| Objective 2.2 | Initiative 2.2.1 |  |  |
| Initiative 2.2.2 |  |  |
|  |  |  |
| Goal 3 |  |  |  |  |