Goals and Strategy Summary

STRATEGIES:
- Provide operational computing capabilities exceeding customer SLAs
- Provide developmental services on-time, on-budget, on-specification
- Maximize return on investment (ROI)

IT Availability & Reliability

STRATEGIES:
- Provide consistent opportunity for personal & professional growth
- Improve Performance Management & Compensation Plans
- Improve communication at all levels of the organization
- Fully deploy & improve the Employee Recognition Plan

Workforce Excellence

STRATEGIES:
- Consolidate technologies, infrastructure, IT training initiatives, project management, & quality methodologies for use across the statewide enterprise
- Consolidate licensing & service support contracts
- Develop, deploy, & enforce IT Standards across the statewide enterprise

Collaborative Solutions

DELAWARE DEPARTMENT OF TECHNOLOGY AND INFORMATION

Enhanced Project Management

STRATEGIES:
- Access/improve the level of organizational project management maturity within DTI
- Adopt/deploy nationally recognized standards/processes
- Educate/aid state organizations to increase statewide understanding/adoption of project/change management best practices

Physical & Cyber Security

STRATEGIES:
- Create a statewide Information Security Office
- Implement a statewide IT security program
- Lead the development of statewide Business Continuity & Disaster Recovery plans

Enhanced Customer Service

STRATEGIES:
- Increase collaboration/communication with customers
- Improve effectiveness of the Business Case Summary process
- Model/encourage greater customer service behaviors across the DTI organization