

Commission on Hispanic Affairs

IT Strategic Plan

Information Technology 5-year Strategic Plan FY2022 – FY2027

Vision: CHA staff, CHA Commissioners, agencies, and the public have access to technology for information and online tools needed to improve public policy development and the delivery of government services to the Hispanic/Latinx community in a secure, transparent, mobile, and modern environment.

State of the Art technology plays a significant role in the delivery of services to Washingtonians. Residents in Washington have come to expect modern technology to assist in gathering, reporting, and sharing data. This, in turn, allows us to identify trends and act upon those trends through our advisory capacity. Our vision of technology-driven solutions assisting these processes furthers our mission of developing public policy and the delivery of government services to the Hispanic/Latinx community.

Mission: Technology that serves all Washingtonians

We are listening: Technology is here to facilitate the needs of Washington residents. Current and future technology demands create opportunities to strategically execute innovative changes.

Goal: Accessibility and Dedicated Staff

The Commission on Hispanic Affairs is a small cabinet agency of three staff; executive director, communications and external relations manager, and operations and special projects manager. Each are committed to ensuring accessibility is at the forefront of all our work through various mediums. The Commission on Hispanic Affairs relies on WaTech advisory regarding technology – our goal is to acquire funding to allow for an internal expert on Information Technology.

The Commission on Hispanic Affairs' 5-year IT Strategic plan includes strategies dedicated to ensuring an effective and efficient way of managing interactions with Washington residents through additional staffing, secure staff access, and computer and laptop updates on software.

The Commission on Hispanic Affairs Goal Strategies

1. Obtain funding for technical training.
2. Assure that dual authentication is used for security as staff work remotely and access server.
3. Assure Capital Asset Management System (CAMS) is updated to secure staff devices.
4. Assure WaTech updates technology with malware and software licenses.

The Commission on Hispanic Affairs supports the goals and objectives of the State of Washington through:

- Supporting the accessibility, dependability, and reliability of interactions with Washington residents.
- Promoting an efficient technology-driven workplace for employees.
- Prosperous improvements, reliable results with resident interactions.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Executive Director support • Commissioner support • Public support • External technical knowledge, skills, and experience through WaTech 	<ul style="list-style-type: none"> • No internal trained IT staff • No internal trained developer staff • No funding for technical training