

MICHIGAN IT STRATEGY



2021 - 2025



Effective Government

Create opportunities for innovation and operational effectiveness that meet agency needs.

- Increase productivity and satisfaction for state of Michigan workforce.
- Enable seamless access to IT systems to perform daily duties through remote work.
- Lead by example and apply data management principles to our operations to refine and improve methodologies.
- Innovation and research drive emerging IT solutions that enable greater agency business effectiveness.

Customer Experience

Improve access to services and focus on end-users.

- Adopt human-centered design.
- Design and develop systems to work across desktop and mobile devices.
- Provide a consistent user experience across apps, platforms, and websites.
- Customize individual experience based on digital identity.
- Ensure clear and valuable communication across all audiences.
- Drive the digital environment to seamlessly interact with customers.

Efficient Management

Accountable cost reduction and transparent decision-making.

- Identify strategic investments to support common business needs and spend consolidation.
- Promote the use of preapproved solution patterns and inheritable controls to reduce the IT footprint.
- Continuously improve technology lifecycle management.
- Optimize IT procurement to maximize buying power and contractor accountability.
- Ensure staffing plans are aligned and optimized to meet the needs of the state of Michigan.
- Continually evaluate and communicate options for shared solutions across the state and business ecosystems.

Security and Privacy

Identify and mitigate security risks while protecting privacy.

- Enhance the cybersecurity posture of the state through risk-based decision-making.
- Work with customers to understand their challenges and promote secure solutions.
- Streamline the review of security controls and policies.
- Push the security perimeter to support remote work, mobility, and cloud services.
- Expand access for residents to better secure their data and protect their privacy.