Agency of Digital Services
Strategic Plan 2022–2026

VISION : To provide government services that are secure and easily accessible to all people doing business and interacting with the State of Vermont.

Mission: To collaborate with our partners in state government to deliver simple and intuitive technology solutions that improve the lives of Vermonters.

STRATEGY

IT MODERNIZATION
- Strengthen our digital foundation by replacing legacy IT systems with Integrated preferred enterprise platforms, thereby reducing technical debt.
- Deploying new systems by utilizing cloud-based offerings to reduce our infrastructure footprint and total cost of ownership.

BREAKTHROUGH INDICATORS
- 5 existing infrastructure-based systems migrated from OnPrem to Cloud Managed Services.
- Replacement of 30 legacy applications with State-preferred enterprise platforms.

STRATEGY

VERMONTER EXPERIENCE
- Increase the number of simple, low-cost, online interactions that Vermonters have with their government.
- Build a closer online relationship with Vermonters, including single sign-on capability
- Improve Vermonters experience with state government by transitioning outdated paper processes with on-line, streamlined services.

BREAKTHROUGH INDICATORS
- 48 public facing applications utilizing myvermont.gov single sign-on
- Provide 10 native mobile applications as alternative to existing public-facing services
- 50 public-facing processes automated with next generation technology

STRATEGY

CYBERSECURITY & DATA PRIVACY
- Raise employee and Vermonter awareness of cyber risk and data privacy through training and reporting
- Grow the layers of cyber defense and analysis to proactively prevent threats and recover from attacks
- Coordinate cybersecurity policies and practices throughout State Government
- Improve data-driven decision making related to public health and safety through the development of robust data analytics, governance, and management systems

BREAKTHROUGH INDICATORS
- 90% state employees that have completed the Cyber-awareness trainings quarterly
- Application and data risk evaluations integrated into the 12 cabinet-level IT investment plans by 2025
- 12 cabinet-level agencies and departments with technology risk evaluation report cards by 2024
- Full implementation of Security Information & Event Managements (SIEM) system by 2023
- 5 data sets available for analysis in the new data environment by 2024
- All Dashboards and analytics available through PowerBI by 2024

STRATEGY

FINANCIAL TRANSPARENCY
- Further reduce the number of applications through consolidation and elimination. This will result in lower IT maintenance costs, purchasing costs, licensing costs and employee costs over the life cycle.
- Develop a rolling 5-year IT roadmap and investment plan for all agencies
- Develop dashboards and reports that provide timely and accurate budget and expenditure information to IT decision makers.
- Continue to grow our investment in cybersecurity

BREAKTHROUGH INDICATORS
- 12 cabinet-level agencies to have a complete 5-year IT roadmaps and investment plans that is updated annually by 2024
- Reduce number of applications in use across the executive branch by 100 by 2026
- A minimum of 5% of IT budget dollars invested in security initiatives by 2024
- Implement a technology business management solution and PowerBI for financial transparency by 2024

VERMONT