

IT Strategic Plan

Information Technology 5-year Strategic Plan FY2019 – FY23

Vision: State of the Art technology to assist the agency in fulfilling its mission of the elimination of discrimination in Washington.

State of the Art technology plays a significant role in the delivery of justice to Washingtonians. Residents in Washington have come to expect modern technology to assist in gathering and reporting data. This in turn allows us to be responsive to issues of discrimination as they occur; identify trends and act upon those trends to rectify any injustices. Our vision of technology driven solutions assisting these processes furthers our Mission of eliminating discrimination.

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. We conduct direct observations that result in technical responses to assist interactions with The Human Rights Commission.

Values: Trust, Ingenuity, & Diligence.

To lead by example; to build on existing resources; to persistently pursue our Mission Goals. While adapting to business changes within technology and government, we strive on our agility. We create effective processes and solutions that Washington Residents can rely upon. We continually evaluate interactions that enable The Human Rights Commission to make strategic changes. While weighing technology risks and outcomes, The Human Rights Commission continues to be dedicated to Washington Residents.

The Human Rights Commission's 5-year IT Strategic plan includes deploying a replacement Case Management Database (CMDb). Delivering as a result of demand, we've been diligently pursuing a more effective and efficient way of managing interactions with Washington Residents.

With a new Software as a Service (SaaS) Case Management Database (CMDb); Cloud-based Resident interactions would become expedited by new, robust functionality. Online Case management provides direct, timely, transparent insight into Resident interactions.

IT supports The Human Rights Commission's goals and objectives:

- Enhance resident access to, and the user-friendly nature of, filing cases with the Human Rights Commission
- Protect and maintain the technology infrastructure of The Human Rights Commission.
- Make certain the Agency is vigorously engaging with modern technology driven solutions

The Human Rights Commission and IT supports the goals and objectives of the State of Washington through:

- Supporting the dependability and reliability of interactions with Washington Residents
- Promoting an efficient technology-driven workplace for employees
- Prosperous improvements, reliable results with Resident interactions
- Commanding efficient and effective government by implementing cloud-based solutions