



State Parks Information Technology Strategic Plan 2022-2025



To Enhance Our Parks through Technology

The agency IT approach involves aligning our strategies and initiatives with the goals of the [State IT Strategic Plan 2021-25 \(link\)](#) and the [2021-31 Agency Strategic Plan \(link\)](#)

STATE IT GOAL #1 – Efficient & Effective Government <i>Agency Goals:</i> -Customer Experience -Quality of Life	STATE IT GOAL #2 – Accountable IT Management <i>Agency Goals:</i> -Resource Management -Diversity, Equity & Inclusion	STATE IT GOAL #3 – IT Workforce <i>Agency Goals:</i> -Workforce Development -Diversity, Equity & Inclusion	STATE IT GOAL #4 – Enterprise Architecture <i>Agency Goals:</i> -Resource Management -Resource Protection	STATE IT GOAL #5 – Security & Privacy <i>Agency Goal:</i> Resource Protection
State Parks IT Strategies and Initiatives (In Progress or Planned)				
<ul style="list-style-type: none"> • Improve our customer and staff experience • Enable technologies that promote parks quality of life with offerings such as Wi-Fi, digital signage and pay stations • Sustain and improve customer-facing pass and permitting sites • Update help desk tooling to better support staff and customers • Facilitate better federal grant & reporting capabilities <p>Actions:</p> <ul style="list-style-type: none"> • Support the public website redesign effort for a better user experience • Support the agency OneWA implementations - Phase 1A and subsequent releases • Support Central Reservation System program • Acquire and implement a new IT Help Desk system • Support the Boating grant management project 	<ul style="list-style-type: none"> • Improve understanding of our divisions and programs IT needs • Improve accessibility of agency systems in accordance with the American Disabilities Act (ADA) and regulatory policies • Facilitate and support state/agency initiatives for Diversity, Equity & Inclusion (DEI) • Promote reuse as good stewardship practice for existing software and hardware, DES master contracts and state approved solutions <p>Actions:</p> <ul style="list-style-type: none"> • IT Advisory team dashboard tool in use to track IT project & acquisition requests • Increase conformity to ADA & WCAG (Web Content Accessibility Guidelines) by updating systems • Update Land management software to enable improved resource management • Continue to expand the publishing of open data offerings 	<ul style="list-style-type: none"> • Hire for remaining vacant IT staff positions • Support a diverse, resilient IT workforce • Improve agency support for remote working • Support and fund IT training to keep current with technology trends and changes • Collaborate with cross-agency IT meetings, events and user groups for knowledge sharing and common practices <p>Actions:</p> <ul style="list-style-type: none"> • Work with HR to recruit for IT positions until area is fully staffed • Continue promoting and training agency staff in Microsoft Teams for remote meetings and collaboration • Fund and send IT staff for current and emerging technology training • Develop staff by cross-agency involvement in cloud user groups and technical strategy events 	<ul style="list-style-type: none"> • Increase utilization of cloud technologies such as Microsoft O365, SharePoint and Teams • Continue to modernize computer connectivity in parks • Update IT infrastructure with minimal impact to park physical environments • Pursue improvements to data architecture and support business intelligence capabilities <p>Actions:</p> <ul style="list-style-type: none"> • Continue rollouts, updates, and support of agency computers • Complete remaining installs for Virtual Private Networks (VPNs) and broadband in parks • Maintain alignment of agency IT portfolio to statewide architecture • Migrate legacy and network-based software to cloud services 	<ul style="list-style-type: none"> • Develop and implement an ongoing IT security risk management program targeting information security and privacy matters • Facilitate Law Enforcement systems to protect patrons and park environments • Align agency with state policies from Office of Cybersecurity (OCS) and Office of Privacy and Data Protection <p>Actions:</p> <ul style="list-style-type: none"> • Work with Office of Cybersecurity to process security design reviews for software projects as required • Aid the agency in acquiring a data privacy resource (partial FTE) • Ensure management and protection of archaeological artifacts per an inventory system • Incorporate state directives for ransomware protection