VISION 2020

One digital government securely delivered by a dynamic workforce.

MISSION

To support the delivery of services to the people of California through secure, effective and innovative technology solutions.

PRINCIPLES

- Strive for Simplicity
- Put Customers Front and Center
- Be Innovative
- Focus on Outcomes
- Own it
- Take a Statewide Perspective

GOALS

Create One Digital Government

Increase customer satisfaction through improved responsiveness, efficiency, and effectiveness of government services.

PRIORITIES

1. Increase operational agility and performance in the delivery of technology services.
2. Improve the design and delivery of digital services.
3. Foster collaboration and boundaryless behavior.
4. Transform and simplify the way government does business through innovation.
5. Accelerate the adoption of common technology platforms and shared services.

Ensure Secure Delivery

Advance the maturity of information security across California government.

PRIORITIES

1. Protect California's information assets and maximize data access.
2. Develop a robust and collaborative security risk reduction strategy.
3. Develop an enterprise approach to security leadership and governance.
4. Improve and invest in security capabilities to protect mission-critical systems and data.
5. Foster a security-minded culture throughout California's workforce.

Build a Dynamic Workforce

Build a dynamic technology workforce that takes pride in delivering quality services and innovative solutions to their customers.

PRIORITIES

1. Create a culture of innovation and collaboration.
2. Develop the capabilities of both technology leaders and functional experts.
3. Improve employee engagement and increase retention of quality employees.
4. Expand our pool of skilled and experienced technology professionals.
5. Foster a diverse and unified technology community.
OUR GUIDING PRINCIPLES

• **Strive for Simplicity** – We build disciplined processes, streamline organizational structures, improve managerial practices, and simplify service portfolios to deliver quality services with greater scope and speed.

• **Put Customers Front and Center** – We practice user and customer-centered design and delivery. We leverage technology to improve communication, increase transparency and provide greater access to data in our pursuit of inclusive engagement with all Californians.

• **Be Innovative** – We take calculated risks to solve problems purposefully and to create greater mission value. We collaborate with our program partners and the private sector to simplify complexity and deliver creative solutions.

• **Focus on Outcomes** – We are flexible, responsive, results-oriented facilitators of success, who overcome constraints to achieve our objectives.

• **Own It** – We demonstrate accountability through transparency, self-evaluation, openness to feedback and the pride we take in our work.

• **Take a Statewide Perspective** – We are one, interdependent, and interconnected technology community serving One California. Therefore, we value our diversity, seek to understand the perspectives of others, and look to collaborate and contribute to each other’s success for the sake of all Californians.