**VISION 2020**

**CALIFORNIA TECHNOLOGY STRATEGIC PLAN**

**NEXT STEPS GUIDE**

One digital government securely delivered by a dynamic workforce.

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**GOALS**

**Create One Digital Government**
Increase customer satisfaction through improved responsiveness, efficiency, and effectiveness of government services.

**Ensure Secure Delivery**
Advance the maturity of information security across California government.

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

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**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.

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1. Protect California’s technology assets and maximize information 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 mission critical security capabilities.
5. Foster a security-minded culture throughout California’s workforce.

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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 the advancement of a diverse and unified technology community.

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1. Reduce the time it takes for new technology initiatives to go from concept to minimum viable product (MVP).
2. Establish policies, standards and guidelines that promote, encourage and enable departments to acquire and share technology services.
3. Implement solutions that facilitate cross-departmental sharing of resources, ideas, capabilities, data, technology, and talent.
4. Increase the adoption of human-centered design principles in future technology projects across the state.
5. Increase the application of lean practices in daily operations and new initiatives.

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1. Advance our ability to identify potential security attacks before they happen.
2. Refine our security investment decisions based on a comprehensive analysis of vulnerability assessments, incident reports, and identified security gaps.
3. Increase the utilization of managed security services to reduce overall security costs and alleviate the burden on the already strained security resources.
4. Bolster our statewide security governance through broader involvement, clarity of roles and responsibilities, and improve communications.
5. Establish programs to enhance the skills of security professionals and improve the Security awareness for all current employees.

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1. Develop new programs with educational institutions to attract new talent.
2. Improve messaging and marketing effectiveness about the benefits of career opportunities within the state.
3. Establish formal mentoring programs and measure their effectiveness.
4. Promote the adoption of evidence-based practices that increase employee engagement.
5. Increase access to educational opportunities in emotional intelligence, analytical and innovative thinking, culture-shaping and strategic leadership.

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https://cdt.ca.gov/vision2020
“It is our hope that this strategic plan serves as a beacon for the technology community, our program leaders, vendor partners and the public. It will be the guide that charts our course toward a better future.”

— Amy Tong and Chris Cruz, from Vision 2020

Ten Things You Can Do to Lead the Way
Aligning with Vision 2020


2. Model the way and help cascade the vision. Review Vision 2020 with your IT managers. Together determine where the plan aligns with your department’s plans and needs, what will improve performance, and what will help “nudge” the State closer to its desired future. (See sidebar)

3. Help educate your departmental program leaders on the future vision and the potential benefits to the department, its stakeholders, and the State as a whole.

4. Take credit where credit is due. Review your portfolio of projects and take note of where you are already doing work that is aligned with Vision 2020. Be prepared to report on your successes. Tip: the 2018 California Information Technology Annual Report will be aligned with Vision 2020.


6. Ensure the strategic alignment of all new projects. When submitting new Stage One Business Analysis, consider which Vision 2020 goals, priorities, and measures of success the project supports. Document it in section 1.6 of the Project Approval Lifecycle.

7. Start laying the groundwork for the development of a departmental technology strategic plan that is aligned with Vision 2020.

8. Let the Principles guide you. Consider using the Guiding Principles for advice on “The How” – How might we encourage these principles to be put into practice as we execute our mission?

9. Become a boundaryless leader. Through your actions, embody and promote “One Technology Community Serving One California”. Proactively collaborate, share your good ideas, successes, and resources with others outside your department. Don’t hesitate to enlist the help of other CIOs when you need assistance.

10. Engage with the leaders of CDT. We are here to serve you and your department. Share your ideas, enlist our support in driving cross-departmental collaboration, and help us shape the future of statewide services.

Brainstorming
Questions to Get You Started

- What are we presently doing that aligns with or support Vision 2020?
- How might we measure, track and report the good work we are already doing?
- What new activities or initiatives might we do to participate more fully in Vision 2020? It is likely that your department will have varying levels of involvement in the execution of Vision 2020’s three goal areas, nevertheless, we all have a role in its implementation. We can begin to explore our own involvement in the execution of the different aspects of Vision 2020 by turning each of the three Goals and the related Measures of Success into “How might we…” questions.
- For example, Goal 1: How might we at __________ increase customer satisfaction through improved responsiveness, efficiency, and effectiveness of our services?

- How might we at __________ reduce the time it takes for new technology initiatives to go from concept to minimum viable product?... And so forth... through all three Goals and the related Measures of Success.

- Where can we create alignment where there is presently misalignment with the direction of Vision 2020?

- Where can we get some quick wins? What is urgent? What can we address now?

- What is important, but will take some time to address (in year two or three)?

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