



OFFICE OF
INFORMATION
TECHNOLOGY
STATE OF ALABAMA

Four-Year Strategic Plan FY2025 – FY2028



Message from the Secretary



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Secretary, State of Alabama OIT

OIT at the State of Alabama

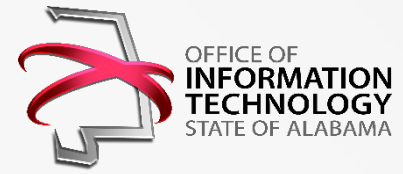
At OIT, we are committed to meeting the ever-growing IT demands of Alabama's numerous agencies, boards, and commissions, which in turn serve the great citizens of our state.

Without question, IT has never been a more essential part of our everyday lives than it is in today's digital world. Almost everything that we encounter on a daily basis – our healthcare, education, work, shopping, travel, entertainment, and so much more – is impacted by IT systems and networks. Therefore, the need for these systems to function efficiently and safely is of the utmost importance.

This is especially true for state government. To effectively serve its citizens, Alabama must be a unified network of state agencies and partners on the cutting-edge of technology and communications. OIT provides this expertise through capable IT governance, strategic planning, and resource utilization.

When the IT requirements of our state and its many interconnected agencies are successfully fulfilled, the people of Alabama are the true beneficiaries. OIT stands ready to meet that important need, both now and in the years ahead.

OIT's Mission, Vision, and Guiding Principles



Mission

Through communication and collaboration, empower stakeholders with innovative services and technologies that reliably deliver highly available, secure, efficient, and cost-effective services for agencies, legislators, and citizens across all levels of Alabama state government.



Vision

Provide solutions and services that are standardized, implemented in a timely and high-quality manner, and designed to meet the operational needs of each agency, legislator, and citizen who depend on their services.








Guiding Principles




- Mature into a trusted advisor and business partner to agencies as they serve the citizens of Alabama
- Standardize our customers' delivery of networks, security, and enterprise services
- Provide our customers visibility into their environment by implementing multi-tenant enterprise tools that facilitate delegated administration, compliance reporting, and control monitoring
- Deliver security monitoring and operational services to all agencies to protect state assets and services while mitigating risk
- Work within and across the agencies to gather requirements, assist them with meeting their strategic goals, and identify opportunities for shared innovation and improvement
- Develop consistent cost models for services, streamline the billing process, and clearly define and communicate the value provided for all agency fee-driven services (Security, M365, Planning, and Oversight)



By the Numbers: Fiscal Year 2024

State of Alabama		OIT	
\$47 Billion State Budget \$	232 IT Contractors Utilized Statewide 1,100+ Full-Time IT Employees	\$65 Million OIT Budget \$	200+ Domains within OIT's Environment
		19,000+ Domain Users within OIT's Environment	
167 Executive Branch Agencies 	 28,000+ State Employees 	114 Full-Time OIT Employees (Technical, Admin, and Support Personnel) 	20 IT Contractors Utilized by OIT 

OIT's reporting metrics help to validate business alignment and success in fulfilling stakeholder needs, as well as demonstrate the progress in achieving our overall strategic goals.

	Stakeholder Facing Metrics*	Current Score	Target Score
 OIT Goal: Trusted Partner	<ul style="list-style-type: none">• Increase overall IT satisfaction• Increase satisfaction in understanding needs of stakeholders	77% 82%	From 77% to 80% Maintain Satisfaction of 80% or higher
 OIT Goal: IT Excellence	<ul style="list-style-type: none">• Increase satisfaction in executing requests• Increase satisfaction in effectively communicating with stakeholders	78% 78%	From 78% to 80% From 78% to 80%
 OIT Goal: Delivery on IT Mandates	<ul style="list-style-type: none">• Increase satisfaction in IT policies• Increase satisfaction with network and voice communication	76% 78%	From 76% to 80% From 78% to 80%

*Metrics developed using data from NOV 2024 Business Vision Survey

Metrics and Targets will be set and revisited on achievable one-year improvements for alignment.

Improving OIT's maturity requires an understanding of our current state.

IT Satisfaction Scorecard



IT Satisfaction
Satisfaction with the IT department and its ability to support your needs



IT Value
Satisfaction that IT provides high value relative to your perception of cost and staffing

Relationship

82%

Understands Needs
Satisfaction with IT's understanding of your needs.

78%

Executes Requests
Satisfaction with the way IT executes your requests and meets your needs.

78%

Communicates Effectively
Satisfaction with IT communication.

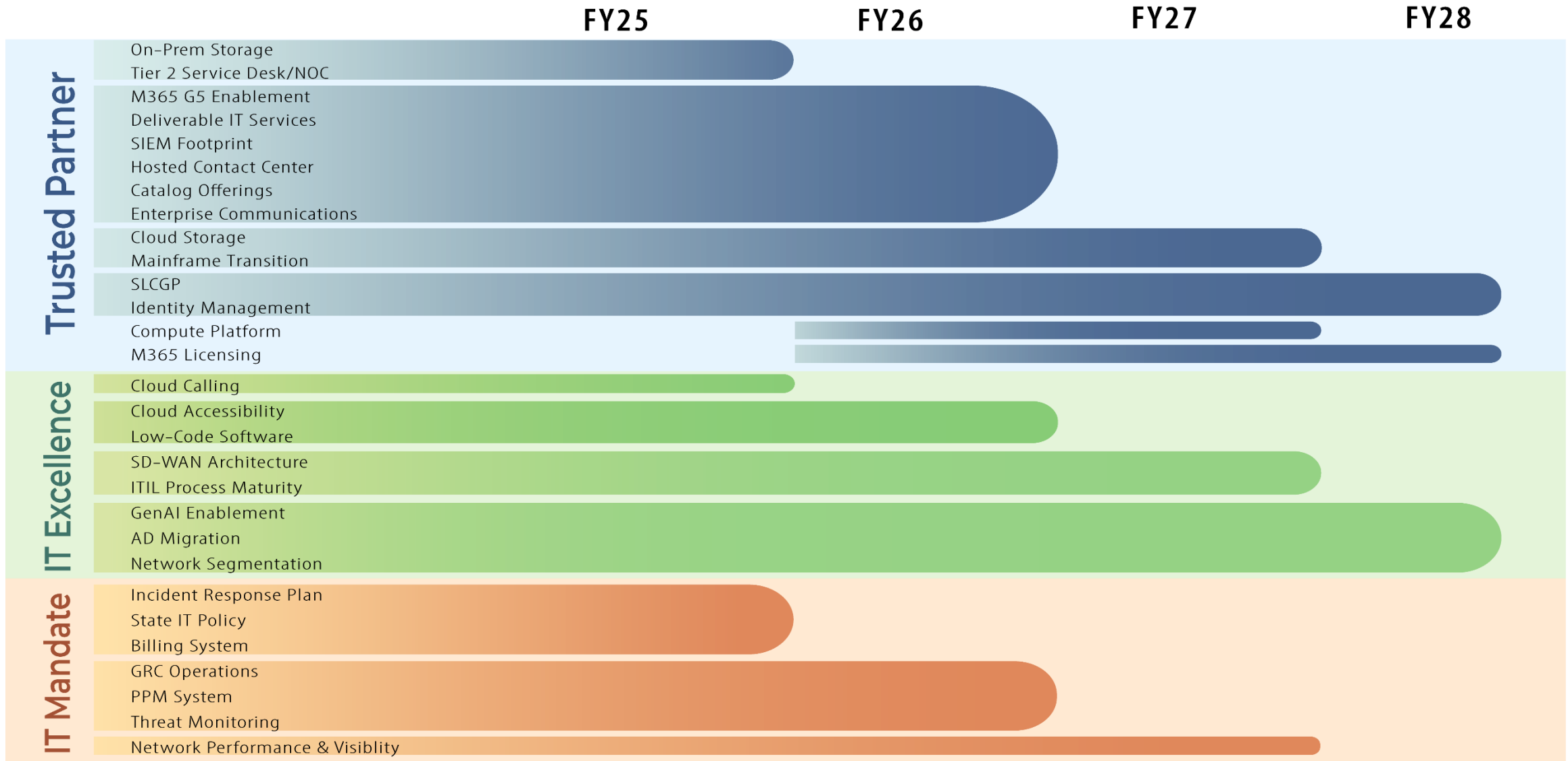
76%

Trains Effectively
Satisfaction with training quality and timing.

Business Satisfaction and Importance for Core Services

		Satisfaction	Importance
IT Security	Satisfaction that organizational devices and data are properly secured.	82 nd	1 st
Client-Facing Technology	Satisfaction with user experience and effectiveness	80 th	10 th
Work Orders	Satisfaction with small requests and bug fixes	79 th	8 th
Network & Comm. Infrastructure	Satisfaction with reliability of comm. Systems and networks	78 th	2 nd
Projects	Satisfaction with large department or corporate projects	78 th	7 th
Business Apps	Satisfaction with applications and functionality	77 th	9 th
Requirements Gathering	Satisfaction with BA's ability to understand and support the business	76 th	11 th
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	76 th	5 th
IT Policies	Satisfaction with policy design and enforcement around security, governance, etc...	76 th	3 rd
Devices	Satisfaction with desktops, laptops, mobile devices etc.	75 th	13 th
Service Desk	Satisfaction with responsiveness and effectiveness of service desk	75 th	4 th
Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	72 nd	12 th
Data Quality	Satisfaction with providing reliable and accurate data	70 th	6 th

OIT Programs and Projects for FY25-28



Strategy At-a-Glance



MISSION



VISION

Through communication and collaboration, we empower stakeholders with innovative services and technologies that reliably deliver highly available, secure, efficient, and cost-effective services for our agencies, legislators, and citizens across all levels of state government.

Provide solutions and services that are standardized, implemented in a timely and high-quality manner, and designed to meet the operational needs of each agency, legislator, and the citizens who depend on their services.

OIT Target Maturity



OIT programs and projects for FY25-28 will support and improve the delivery of products and services to agency stakeholders and will further OIT's efforts to become a trusted business partner.

