



# Department of Retirement Systems IT Strategic Plan

The Department of Retirement Systems (DRS) mission is to provide the information, tools, expertise and services that ensure our members receive the retirement benefits they earn while in public service.

The 2025 – 2027 IT Strategic Plan supports this mission as well as the DRS vision of Satisfied Customers and Valued Team Members. The high-level strategic plan overview below outlines four focus areas with additional information and key supporting initiatives.

## Focus Areas and Key Initiatives

### 1 Information Security & Privacy

- Bolster vulnerability management controls to protect customer information
- Mature privileged access management practices
- Continue CIS Benchmark analysis and technical control implementation
- Mature and exercise incident response plans/procedures

### 2 Creating an Outstanding Retirement Experience (CORE) Program

- In alignment with the agency's vision to establish modern technology systems and tools that strengthen the team's capability to deliver value-added services:
  - Support the CORE Pension Administration Modernization project implementation of the Sagitec Neospin solution, replacing DRS' legacy line-of-business applications
  - Develop and implement a revamped IT operating model focused on strategic technology management and enabling business innovation

### 3 IT Governance

- Implement new governance processes related to assessing and managing business demand
- Implement an IT policy and standard compliance program
- Continue to refine and develop key performance indicators (KPI) that align with business value
- Implement problem, change, and release management processes within the ITSM solution
- Finalize DRS' Artificial Intelligence (AI) policy and establish an AI Governance Committee
- Implement new standards for managing technology investments

### 4 IT Modernization

- Implement Amazon Connect and Teams Telephony across the organization
- Fully adopt Microsoft Intune to provide unified endpoint management across all assets
- Implement Robotic Process Automation proof of concept
- Prepare DRS for the adoption of M365 Co-Pilot and identify opportunities for increased use of the M365 suite of tools
- Replace all team member workstations with updated technology
- Implement Lexis Nexis Dynamic Decisioning Platform to improve fraud prevention processes