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## 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 2021 – 2023 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

- Mature IT policy and standards in alignment with industry best practices
- In alignment with updated IT Security policies and standards:
  - Continue to bolster vulnerability management controls to protect customer information
  - Mature privileged access management practices
  - Perform vulnerability and penetration testing for DRS' critical infrastructure
  - Continue to mature 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:
  - Provide technology expertise to the Pension Administration Modernization project who will plan and procure a modified off-the-shelf (MOTS) Pension Administration Solution
  - Begin identifying the knowledge, skills and ability needed to support the agency's future technology needs

#### 3 Cloud Adoption

- In alignment with the Washington State Cloud First strategy:
  - Fully adopt O365 and shared tenant services
  - Ensure cloud governance is fully developed
  - Develop and implement a cloud training program for IT staff
  - Continue migration of all DRS applications to the cloud

#### 4 IT Service Delivery

- Implement a modern, ITIL based IT Services Management solution
  - Begin the implementation of ITIL practices/processes, including ITIL training for IT staff
  - Develop and/or mature SLA's and KPI's for the Information Services Division
  - Adopt new demand management processes for system enhancements to ensure business priorities are met
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