Strategy on a Page: Executive Office of Technology Services and Security 2024 – 2025

Mission: The Executive Office of Technology Service and Security provides technology leadership across the Commonwealth to enhance the quality of public services and foster positive community outcomes.

Goals	Objectives
Security and Privacy	- Maintain and enforce enterprise information security policies - Advance our security and privacy management program - Strengthen collaboration with municipal and Commonwealth partners (e.g., nonprofits, vendors, etc.) for a coordinated approach to cybersecurity
Serving the Public	- Improve constituents' experience accessing state services and information - Advance digital equity and accessibility in the Commonwealth - Ensure all Commonwealth digital services and technology enabling service delivery meet modern standards - Support the planning, resourcing, and successful delivery of high-priority, high-impact IT initiatives across the Commonwealth
IT Service Model	- Establish a governance board/model for IT service strategy based on customer demand and feedback - Establish a Center of Excellence to support service offerings - Complete the transition for centralized services and access to shared commodities - Develop a plan for articulating and communicating EOTSS role: what we should do, what our partners should do, what is demanded of us, and what is expected of us
Strategy	- Advance EOTSS FY25 investment priorities, mature project management capabilities and human centric business collaborations - Establish and communicate 2024 - 2025 IT priorities for the executive branch in alignment with the Governor's office and Secretariats - Regularly and proactively communicate about our initiatives and successes

Workforce	• Create comprehensive learning and development opportunities • Drive employee engagement and retention • Implement recruitment and hiring strategies
Data	• Facilitate data sharing across agencies • Lay technical, policy, and program foundation for enterprise analytics • Advance open data for public benefit
Innovation	• Develop a plan for how to leverage AI • Innovate responsibly, across product lifecycle and operations • Educate ourselves through engagements and experiential learning • Drive innovation across Secretariats