

Commerce Technology Strategy Plan/Roadmap <i>(updated 2.3.2021)</i>		<i>Could Do (Italic)</i> <u>Should Do (Underline)</u> Must Do (Bold)				Planning	Planned/Not Resourced	Planned/Resourced	Complete	
	Where We Are Now	FY21	FY22	FY23	FY24	Where We Are Going				
Risk and Resource Management	High Risk and Resource utilization when utilizing cloud applications	Add Governance and Processes for evaluating Cloud Applications				<ul style="list-style-type: none"> Mature Processes and Governance Low Risk and Efficient resource utilization 				
Remote Access	Update Remote Access tools to support working remotely and Modern Work Environment Initiatives	Update IT resources and self help on IntraCOM		Transition to ITIL based service management tool		Transition Developers to Virtual Desktop Infrastructure (VDI) Implement Roaming Profiles				
		Implement Teams		Transition to remote provisioning of users and computers						
Authentication	Cloud applications are not integrated with state authentication systems. Increased risk due to Lack of 2 factor authentication utilizing cloud applications.	Retire CTED Domain		Implement 2 factor authentication everywhere		Secure Zoom Logons				
		Align New State O365 Standards	Implement State Cloud Tenant		Integrate 3 rd Party Applications with State					
Email	Hosted at WaTech	Migrate Email and Other Systems to Office365				Hosted in Microsoft's Cloud Large mailbox size				
Security	Cloud adoption has created new risks and exacerbated existing security threats.	3 Year Security Audit	Upgrade Client Network Switches with zone Security	Upgrade Firewalls to scan SSL traffic	Upgrade endpoint security	State Security Review	State Security Review	State Security Review	3 Year Security Audit	Security and Monitoring is more effective at reducing risks associated with utilizing newer technologies.
IT Lifecycle Management (End user devices)	IT equipment rearranged often and cords on floor in conference rooms.	Cable Management Standards	PC Lifecycle		PC Lifecycle		Conference rooms are modernized and work similarly across the agency. Cache of PCs ready for new staff. Workspace modern and geared for mobile work.			
	Unable to quickly provision new PCs for new positions.	Automate Inventory to pull current location	Windows 10 OS upgrade	Windows 10 OS upgrade	Windows 10 OS upgrade					
Data Management	Data stewardship is distributed and inconsistent causing risk and inefficiencies.	Develop GIS Service		Implement data classification standards (SSN=Cat3, etc.)		Application/System Modernization				
		Move identified conference rooms and Training Room		Upgrade rest of the Small/Medium conference rooms						
Application Development	Multiple legacy application types makes applications expensive to upgrade, and difficult to share data and access from mobile devices.	Finalize application inventory metrics		Develop cyclical IT portfolio review; include emerging/potential requirement		Finalize web service component standards; implement on new applications and roadmap current applications				All applications utilize standard components allowing application integration and shared and easy modifications.
Core Infrastructure	Private cloud infrastructure hosted in State Data Center and office network equipment is due for replacement.	Storage Upgrade	Replace core switching components	Replace network switching and WiFi across building locations	Implement IPv6		Faster, more secure network connectivity geared towards mobility. Hybrid cloud allows us to pivot between technology.			
		Backup Upgrade	Replace Private Cloud Physical Components	Remote Hubs						