



2025 - 2028 OREGON MEDICAL BOARD INFORMATION TECHNOLOGY STRATEGIC PLAN

Adopted May 29, 2025

TABLE OF CONTENTS

Agency Drivers	2
Mission	2
Vison.....	2
Our Commitment to Equity.....	2
Values.....	2
Goals, Strategies, and Action Items	2
Provide Optimal Staffing and Quality Resources	3
Recruit and Retain Highest Qualified Board and Consultants	3
Efficiently Manage Licensure	3
Thoroughly and Equitably Review Complaints Against Licensees and Applicants	4
Support the Health and Wellbeing of OMB Providers, Remediating Licensees and Applicants to Safe and Active Practice When Necessary.....	4
Increase Outreach and Education.....	4
Current IT Landscape	5
IT Context	7
IT Mission	7
IT Vison.....	7
IT Guiding Principles.....	8
IT Strategic Initiatives and Roadmap	8
Metrics and Targets	9
IT Strategy Communication.....	9
IT Strategy Continuous Lifecycle	9
Exhibit A: OMB Information Technology Goals and Initiatives.....	11
Appropriately Secure Agency Information Assets	11
Modernize Core Business Suite Software	11
Support users in all work environments	12
Maintain a reliable infrastructure that utilizes current technology	13
Respond To Evolving Legislative and Enterprise Requirements and External Party Needs	13
Exhibit B: Action Items	15

AGENCY DRIVERS

MISSION

The mission of the Oregon Medical Board is to protect the health, safety, and wellbeing of Oregon citizens by regulating the practice of medicine in a manner that promotes access to quality care.

VISION

The Oregon Medical Board's vision is to foster for every Oregonian a thriving, consistently excellent community of medical professionals.

OUR COMMITMENT TO EQUITY

The Oregon Medical Board serves all Oregon citizens, and respects and is inclusive of the diversity among those citizens; only by embracing the variety of backgrounds, perspectives, and cultures of Oregon's citizens can the Oregon Medical Board provide the best possible service to the public, applicants, and licensees.

VALUES

The Oregon Medical Board's values further the mission and shape the culture of the agency. In 2022, the Management Team restated that five core values guide the agency. These values are incorporated into the agency and Information Technology Strategic Plans:

- **INTEGRITY** – a commitment to acting honestly, ethically, and fairly.
- **ACCOUNTABILITY** – a willingness to accept responsibility for actions in a transparent manner.
- **EXCELLENCE** – an expectation of the highest quality work and innovation.
- **CUSTOMER SERVICE** – a dedication to provide equitable, caring service to all Oregonians with professionalism and respect.
- **EQUITY** – a devotion to creating and fostering an environment where everyone has access and opportunity to thrive.



GOALS, STRATEGIES, AND ACTION ITEMS

The Oregon Medical Board's Strategic Plan goals are the highest priority purposes of the agency. Along with the Mission Statement, the OMB's goals describe the agency's desired strategic position. Each goal includes a purpose statement, explaining why the goal is needed and how the goal relates to the agency's guiding values. The Strategic Plan then identifies high-level strategies for meeting each goal and establishes action items to ensure the Oregon Medical Board is

moving towards its goals. The OMB Management Team reviews action items regularly to ensure the actions are completed, current, and relevant.

The following is a list of the Board's chief agency-wide goals. Full details may be viewed in the complete [Agency Strategic Plan](#).



Provide Optimal Staffing and Quality Resources

Information Technology Influence

- Streamline new employee integration by ensuring technology is ready on day one, providing comprehensive orientation to agency systems, and personalizing technology training to various learning styles and roles.
- Implement and maintain systems that enhance productivity through intuitive interfaces, automation of routine tasks, and seamless integration between applications used across departments.
- Maintain a multi-channel support system for technical issues with quick response times, prioritization based on mission impact, and transparency in resolution progress.
- Appropriately secure systems, protecting agency data from unplanned disclosure and providing all parties with access to only the data they are authorized to use.
- Enable systems that allow staff to retain records in compliance with state retention policies.
- Ensure all digital systems and tools are accessible to employees of all abilities, with accommodations readily available to support the agency's commitment to diversity and inclusion.



Recruit and Retain Highest Qualified Board and Consultants

Information Technology Influence

- Provide staff with technology tools which furnish information needed to recruit a diverse pool of Board members and Consultants
- Ensure systems are intuitive and assist Board members and consultants in finding and understanding the information needed to provide recommendations and make decisions.
- Allow multiple methods to request support, provide clear expectations on availability of support, and provide timely responses in resolving issues.



Efficiently Manage Licensure

Information Technology Influence

- Maintain and improve systems utilized by staff to effectively manage licensure and ensure timely responses when support is needed.
- Maintain and improve systems utilized by applicants and licensees, ensuring they are reliable and available when needed.
- Collect feedback and continuously work to improve the customer portal to streamline the licensure process and provide a positive customer experience.

- Provide external system integrations and internal system optimizations to minimize the time and effort required by staff, applicants, and licensees.



Thoroughly and Equitably Review Complaints Against Licensees and Applicants

Information Technology Influence

- Utilize technology and implement systems to make the investigative process user friendly.
- Ensure information is accurate and properly retained to enable appropriate decisions throughout the process.
- Develop systems to facilitate case movement through complex workflows, freeing staff to focus on reviewing information.
- Ensure security standards are in place and regularly audited to properly secure confidential information.



Support the Health and Wellbeing of OMB Providers, Remediating Licensees and Applicants to Safe and Active Practice When Necessary

Information Technology Influence

- Implement and support systems to help staff efficiently and appropriately manage licensees referred to the Health Professional's Services Program.
- Implement and support systems to help staff efficiently and appropriately work with the Health Professional's Services Program.



Increase Outreach and Education

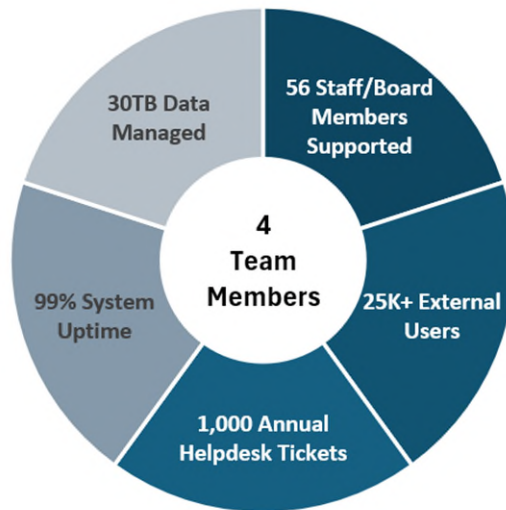
Information Technology Influence

- Provide staff systems and guidance to provide up-to-date information health professionals can easily access.
- Implement and support systems that enable staff to timely and accurately respond to requests for public records and agency data.
- Maintain and improve systems that allow staff to engage with individuals outside of the agency.
- Ensure systems are in place to allow customer feedback to be collected and regularly reviewed.

CURRENT IT LANDSCAPE

The agency operates with a small but highly effective IT team consisting of three technical specialists and one manager. Our team is responsible for managing all agency technology assets and services, including:

- Agency workstations, servers, and network infrastructure
- Core proprietary business system (internally developed and maintained)
- Multiple cloud services supporting agency operations
- Security compliance with state, federal (CJIS, PCI), and industry standards
- Continuous business process improvement through technology optimization



Key Operational Metrics and Performance

Our IT operations support approximately 42 employees, 14 board members, and 25,000 external users. Key performance indicators include:

- Annual service volume: approximately 1,000 helpdesk tickets resolved
- Core business system availability: 99% uptime over the past 12 months
- Security compliance: 87-92% scores across security controls (2023 EIS audit)
- Data governance maturity: Level 3 (Managed) with Level 4 (Proactive) in security areas
- Project management maturity: Level 2 (Defined) per EIS assessment

Mission-Critical Applications

- **TechMed** – Internal business suite software used for licensing, case management, and other mission critical agency business processes.
- **Applicant/Licensee Services** – External web application portal for health professionals to apply and maintain licensure, consultants to review and provide input on cases, and the public and users to verify licensure and malpractice information
- **Box** - Cloud based document management system housing over 30TB of data and 16 million files.

SWOT Analysis

★ STRENGTHS

- Highly skilled team with diverse technical expertise
- Agile development capabilities enabling rapid response to legislative changes
- Strong security posture with compliance across multiple frameworks
- Customer-centric approach with high satisfaction ratings

⚠️ WEAKNESSES

- Limited resources to manage fluctuations in demand
- Small agency size fosters external assumptions of limited technical expertise and business complexity
- Reliance on internal expertise for critical business systems

🚀 OPPORTUNITIES

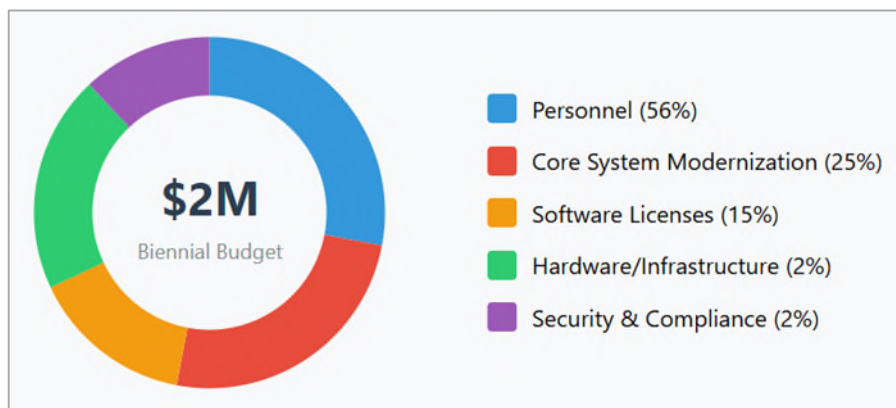
- New enterprise-ready open-source solutions offer potential for cost-effective system enhancements without the limitations and cost of proprietary cloud services
- Internal expertise and resources provide the opportunity to provide services tailored towards agency requirements and customer needs
- Focus on security assessments and audits allow the agency to focus on improving its security standards and controls

⚡ THREATS

- Increasing security regulations, requiring more resources to assess and comply
- External demands, reducing capacity to complete agency business
- Challenges in recruiting highly skilled IT talent

Budget Overview

The IT function operates with a biennial budget of about \$2 million, representing approximately 10% of the agency's total operational budget.



Service Catalog Highlights

Our IT team delivers a comprehensive range of services to the agency:

- End-user support and workstation management
- Server and network infrastructure management
- Business application development and enhancement
- Data security and regulatory compliance
- Cloud service integration and management
- Business process optimization through technology enablement

Value Realization

The IT team delivers exceptional value to the agency through:

- Continuous enhancement of the core business system, responding to legislative mandates and operational needs with on-time delivery
- Maintenance of high security standards, protecting sensitive customer data
- Development and optimization of customer focused systems, creating a highly rated user experience
- Cost-effective management of technology resources through internal expertise rather than costly vendor contracts
- Agile response to changing business requirements, enabling the agency to quickly adapt to internal and external demands

IT CONTEXT

IT MISSION

The mission of the Oregon Medical Board information technology team is to deliver secure, reliable, and customer friendly information technology services through continuous innovation and data-driven decision making that enable the Oregon Medical Board to protect the health, safety, and wellbeing of Oregonians.

IT VISON

To be a forward-thinking technology steward that empowers the Oregon Medical Board through innovative, secure, and accessible digital solutions that enhance regulatory effectiveness, streamline internal operations, and enable exceptional service to healthcare professionals and the public.

IT GUIDING PRINCIPLES



Customer Experience

Design and deliver all services with healthcare professionals and the public of Oregon as our primary focus; ensure systems are intuitive, accessible, and valuable to those we serve; continuously improve the external user experience based on feedback and usage data.



Empower Staff

Create tools and systems that make OMB employees' work easier, more efficient, and more effective; minimize administrative burden through thoughtful automation; provide responsive support and training that enables staff to best serve Oregonians.



Invisible Security

Implement robust security controls and meet regulatory requirements in ways that remain largely transparent to users; balance protection with usability; secure sensitive data while maintaining streamlined processes for authorized access.



Practical Innovation

Evaluate new technologies based on tangible benefits to our mission rather than industry trends; implement advancements only when they provide clear value; introduce changes gradually with minimal disruption to users' established workflows.



Commitment to Excellence

Establish and uphold rigorous standards in all aspects of our technology services; continuously evaluate the customer experience; pursue ongoing improvements even when current standards are met; benchmark against best practices while adapting them to our unique regulatory context; foster a culture where exceeding expectations is the norm rather than the exception.

IT STRATEGIC INITIATIVES AND ROADMAP

The information technology of the agency must support the agency's business strategy; this Information Technology Strategic Plan supports and facilitates the agency's goals.

As with the agency Strategic Plan, it is organized into goals and each goal includes a purpose statement, explaining why the goal is needed and how the goal relates to the agency's guiding values. Each goal also includes initiatives designed to achieve the goal. These initiatives are expressed as directions, approaches, or policies. Agency information technology goals and initiatives are documented in Exhibit A.

Our IT roadmap is expressed through action items. IT action items are identified to help ensure the Oregon Medical Board is moving toward agency and information technology goals. Each action item relates to one or more initiatives to support the goal. The action items identified are activities or projects which are estimated to require a week or more of effort to accomplish. This strategic plan does not capture the hundreds of other one-off tasks requiring minutes to days of effort that will be accomplished simultaneously. A “week of effort” is an estimated 40 hours of dedicated time for a member of the Information Technology Team, though the time investment generally will not occur all at once; the project may take weeks or months to complete. Weeks of effort does not account for the required effort of OMB staff outside of the Information Technology Team.

This plan as adopted does not include unknown work that will be required as an outcome of an FBI Audit, audits by the state, legislative changes, changing Enterprise Information Services (EIS) mandates and state policies, planned external penetration testing, mitigation of vulnerabilities discovered in systems and hardware, and ongoing self-assessments. Additional action items are expected to be added during progress reviews.

Action items identified at the time this Information Technology Strategic Plan is adopted are documented in Exhibit B. This is a point in time capture of action items, presented to provide an initial action plan.

METRICS AND TARGETS

The agency establishes due dates for all strategic plan action items. Due dates may be a general target or required, based on the impact to agency business and legal or Enterprise requirements. The agency expects that 100% of action items with a required deadline will be completed by that deadline and 70% of action items with a general target deadline will be completed by that deadline.

The timely completion of action items is dependent upon the Legislative and Enterprise requirements imposed. Limited internal resources are frequently diverted to these requirements, impacting the agency’s ability to achieve other strategic activities.

IT STRATEGY COMMUNICATION

This Information Technology Strategic Plan is developed by the agency information technology Governance Committee and provided to the agency Executive Director for feedback and approval. Once approved, it is shared with the agency management team, so all agency leadership understand the information technology activities that support their business functions. This Information Technology Strategic Plan is available on the agency website.

Annual Information Technology Strategic Plan Progress Reports are developed by the information technology Governance Committee and approved by the agency Executive Director. Approved Progress Reports are provided to the agency management team and posted to the agency website.

IT STRATEGY CONTINUOUS LIFECYCLE

The high-level goals of the agency and information technology section do not change rapidly. Thus, this Information Technology Strategic Plan is established for a period of four years and will be revised on this schedule. The agency provides annual Information Technology Strategic Plan Progress Reports, so agency leadership and other interested parties receive updates on agency information technology activities and performance.

The agency and information technology action items, those activities that help us meet our goals, are updated more frequently. To respond to changes, the OMB Information Technology Team reviews action items quarterly to ensure actions are completed, current, and relevant. Quarterly reviews help us remain flexible and adapt to changing circumstances. During quarterly reviews, we consider existing action items in the context of emerging issues, add new action items in response to those emerging issues, monitor action items underway, and prioritize future action items so we can be most responsive to the needs and goals of the agency and Enterprise.

The agency utilizes Jira software to track action items. Action items are recorded in Jira when identified and the information is updated as work is performed and/or during quarterly reviews. Use of Jira for tracking action items allows the agency to maintain high visibility on identified action items and plan out activities to complete action items in priority order.

EXHIBIT A: OMB INFORMATION TECHNOLOGY GOALS AND INITIATIVES



APPROPRIATELY SECURE AGENCY INFORMATION ASSETS

As the custodian of significant amounts of highly confidential information about people, including criminal history and mental health records, the Board is **accountable** for safeguarding our information assets and ensuring employees handle the information with **integrity**. At the same time, the Board provides **customer service** to the public through **equitable** access to agency data in compliance with public records requirements. The Board demonstrates **excellence** through compliance with recognized standards and best practices.

Initiatives

- 1.1 Protect sensitive agency information by obtaining and documenting compliance with relevant information security standards, including but not limited to:
 - a. Center for Internet Security (CIS) controls
 - b. National Institute of Standards and Technology (NIST) controls
 - c. Criminal Justice Information Services (CJIS) Security Standards
 - d. State of Oregon Information and Cyber Security Standards

Agency Strategic Plan Strategy 1.13

- 1.2 Keep current with changes in security threats and security tools. *Agency Strategic Plan Strategy 1.13*
- 1.3 Keep staff informed of changing security threats and provide tactics and tools to protect them from compromise. *Agency Strategic Plan Strategy 1.14*
- 1.4 Provide a reliable and tested plan for business continuity of technology and information in the event of a disaster. *Agency Strategic Plan Strategy 1.10*

Measures of Success

- Third-party assessments of agency security rate the agency as meeting or exceeding standards
- Provision of staff security training, annually and as needed
- Ongoing participation in statewide security-focused meetings



MODERNIZE CORE BUSINESS SUITE SOFTWARE

To continue providing **excellence** in **customer service**, the Board must replace its aging Core Business Suite Software. The Board demonstrates its commitment to **equity** through user-centered software design with project governance maintaining **integrity** and **accountability** to our customers and partners.

Initiatives

- 2.1 Follow state and agency policies and procedures throughout the process of modernization. *Agency Strategic Plan Strategy 1.7*

- 2.2 Collaborate with agency staff to design, configure and deploy the new system. [Agency Strategic Plan Strategy 1.7](#)
- 2.3 Ensure no essential current system capabilities are lost or degraded at any point in the transition to the new system. [Agency Strategic Plan Strategy 1.7](#)
- 2.4 Work with agency staff to discover, design, and implement opportunities for new and improved processes. [Agency Strategic Plan Strategy 1.7](#)
- 2.5 Ensure the new system is configured using best practices for software development. [Agency Strategic Plan Strategy 1.7](#)
- 2.6 Minimize project impact on day-to-day business operations. [Agency Strategic Plan Strategy 1.7](#)

Measures of Success

- The agency achieves stage gate approvals
- The agency transitions to a new system without reducing the efficiency of business processes
- Agency customers are minimally impacted by the transition



SUPPORT USERS IN ALL WORK ENVIRONMENTS

The agency has proven to be capable of providing **excellence** whether working in the office or working remotely. The Board must provide its staff and Board members with **customer service** in this hybrid work model. All staff and Board members must have **equitable** opportunity to be productive regardless of work location. At the same time, the Board must maintain the **integrity** and **accountability** of work regardless of variations in work locations.

Initiatives

- 3.1 Enact preventative changes and solutions to improve the security, efficiency and reliability of systems while keeping the frequency and impact to users at a minimum. [Agency Strategic Plan Strategy 1.7](#)
- 3.2 Ensure systems are user friendly and ease changes in the use of technology through communication, training, and help documentation. [Agency Strategic Plan Strategy 1.14](#)
- 3.3 Ensure all users have the capability of working in and out of the office on their own schedule with minimal technological disruptions. [Agency Strategic Plan Strategy 1.7](#)
- 3.4 Implement quality solutions to issues reported by staff and Board members. [Agency Strategic Plan Strategy 1.7](#)

Measures of Success

- Ticket counts do not significantly increase as a result of technological changes
- Tickets for repeat issues are minimal
- Overall satisfaction survey feedback from internal staff users and external customers is positive



MAINTAIN A RELIABLE INFRASTRUCTURE THAT UTILIZES CURRENT TECHNOLOGY

To provide **customer service** to all internal and external users, the Board's technology infrastructure must maintain a level of **excellence** in its availability and reliability. All users must have **equitable** access appropriate to their role and have **accountability** in accessing and modifying systems and data. All systems must enforce the **integrity** of the system and any data residing within it.

Initiatives

- 4.1 Update and improve the technology infrastructure to improve efficiency, reliability, availability and limit the risk of issues with compatibility, failure, and lack of support. [*Agency Strategic Plan Strategy 1.7*](#)
- 4.2 Favor simplicity in design and operation to improve maintainability and reliability without compromising on the agency's complex needs. [*Agency Strategic Plan Strategy 1.7*](#)
- 4.3 Remedy known vulnerabilities and harden infrastructure as necessary to keep it secure. [*Agency Strategic Plan Strategy 1.13*](#)
- 4.4 Provide a robust and reliable document management system that meets agency needs, maintains security compliance, and supports legal requests. [*Agency Strategic Plan Strategy 1.7*](#)

Measures of Success

- Monthly vulnerability assessment meets or exceeds EIS goals
- Unsupported systems and software are not used
- Time spent on infrastructure activities is less than time spent focused on customers
- Downtime due to changes or failures of infrastructure is minimal



RESPOND TO EVOLVING LEGISLATIVE AND ENTERPRISE REQUIREMENTS AND EXTERNAL PARTY NEEDS

The Board demonstrates its **excellence** and **accountability** to the public and licensees through compliance with state regulations. We work to remain compliant while keeping **customer service** paramount, acting with **integrity** and **equity** in all that we do.

Initiatives

- 5.1 Ensure agency resources comply with Oregon Revised Statutes, Oregon Administrative Rules, the Oregon Accounting Manual, state and agency policies, and labor contracts. [*Agency Strategic Plan Strategy 1.8*](#)
- 5.2 Engage with Enterprise-level partners at EIS and Department of Administrative Services (DAS) to keep abreast of Enterprise initiatives and advocate for agency business needs. [*Agency Strategic Plan Strategy 1.8*](#)
- 5.3 Establish agency technology professionalism and reliability by remaining attuned to technology industry direction and adopting recognized technology best practices. [*Agency Strategic Plan Strategy 1.8*](#)
- 5.4 Collaborate with external partners to help them meet their goals and further healthcare in this state. [*Agency Strategic Plan Strategy 1.9*](#)

Measures of Success

- The agency implements changes based on statutory requirements by required deadlines
- The agency appropriately responds to EIS initiatives by required deadlines
- Ongoing participation in statewide meetings focused on information sharing

EXHIBIT B: ACTION ITEMS

This Information Technology Strategic plan is flexible, changing as business needs and circumstances change. The table below represents the action items identified at the time this Information Technology Strategic Plan is adopted. This is a point in time capture of action items, presented to provide an initial action plan. This plan as adopted does not include unknown work that will be required as an outcome of audits, legislative changes, changing Enterprise Information Services (EIS) mandates and state policies, planned external penetration testing, mitigation of vulnerabilities discovered in systems and hardware, and ongoing self-assessments. Additional action items are expected to be added and items that no longer align to business needs will be removed during periodic progress reviews.

Target Year	Summary	Key	Strategic Goal
2025	Complete CSS CIS Controls Assessment	ST-20	Respond to Evolving Legislative and Enterprise Requirements
2025	Case categorization in response to SOS Audit	ST-33	Respond to Evolving Legislative and Enterprise Requirements
2025	Complete EIS Tenable migration	ST-1	Respond to Evolving Legislative and Enterprise Requirements
2025	Add new HPSP passthrough fee	ST-14	Respond to Evolving Legislative and Enterprise Requirements
2025	2025 Participate in statewide meetings and engage with partners and colleagues	ST-37	Respond to Evolving Legislative and Enterprise Requirements
2025	Criminal Conviction Determination - SB 1552 (2024) section 44	ST-43	Respond to Evolving Legislative and Enterprise Requirements
2025	Upgrade Infrastructure	ST-48	Maintain a Reliable Infrastructure that Utilizes Current Technology
2025	Replace OCR service	ST-49	Maintain a Reliable Infrastructure that Utilizes Current Technology
2025	2025 Annually, deliver agency-wide information security training to refresh staff information security knowledge and increase awareness of new security developments.	ST-6	Appropriately Secure Agency Information Assets
2025	Modernize the Techmed interface	ST-28	Replace CORE Business Suite Software

Target Year	Summary	Key	Strategic Goal
2025	Finalize User Stories	ST-46	Replace CORE Business Suite Software
2025	Upgrade workstations to Windows 11	ST-4	Support Users in All Work Environments
2025	Implement AI chat on external website	ST-27	Support Users in All Work Environments
2025	Add the ability to receive complaints online	ST-21	Support Users in All Work Environments
2025	Replace Bing Maps	ST-47	Support Users in All Work Environments
2026	PA Modernization - Phase 3 (HB 3036)	ST-17	Respond to Evolving Legislative and Enterprise Requirements
2026	2026 Participate in statewide meetings and engage with partners and colleagues	ST-22	Respond to Evolving Legislative and Enterprise Requirements
2026	Apply and reinstitute retention policies	ST-30	Respond to Evolving Legislative and Enterprise Requirements
2026	Open Data Initiative	ST-19	Respond to Evolving Legislative and Enterprise Requirements
2026	Implement changes for the 5-point needling protocol	ST-12	Respond to Evolving Legislative and Enterprise Requirements
2026	Provisional licenses for internationally trained physicians	ST-44	Respond to Evolving Legislative and Enterprise Requirements
2026	Migrate on premise SharePoint DCS#5010544	ST-18	Maintain a Reliable Infrastructure that Utilizes Current Technology
2026	Replace and Decommission SCCM	ST-16	Maintain a Reliable Infrastructure that Utilizes Current Technology
2026	Simplify and streamline network configuration	ST-25	Maintain a Reliable Infrastructure that Utilizes Current Technology

Target Year	Summary	Key	Strategic Goal
2026	Review and document compliance with relevant Center for Internet Security (CIS) controls	ST-24	Appropriately Secure Agency Information Assets
2026	Update CJIS compliance with new standards	ST-15	Appropriately Secure Agency Information Assets
2026	Review and document compliance with Statewide Information Security Standards.	ST-13	Appropriately Secure Agency Information Assets
2026	Review and document compliance with relevant National Institute of Standards and Technology (NIST) controls, the most commonly used government IT security standards.	ST-7	Appropriately Secure Agency Information Assets
2026	Create or procure a governance, risk, and compliance (GRC) system to streamline assessment and reporting of compliance with various security standards.	ST-9	Appropriately Secure Agency Information Assets
2026	2026 Annually, deliver agency-wide information security training to refresh staff information security knowledge and increase awareness of new security developments.	ST-40	Appropriately Secure Agency Information Assets
2026	Implement password manager for agency use	ST-23	Support Users in All Work Environments
2026	Transition from VPN to ZTNA	ST-26	Support Users in All Work Environments
2027	Complete EIS Intune migration for workstations	ST-2	Respond to Evolving Legislative and Enterprise Requirements
2027	2027 Participate in statewide meetings and engage with partners and colleagues	ST-38	Respond to Evolving Legislative and Enterprise Requirements
2027	Update Certificate Authority to current technology standards	ST-31	Maintain a Reliable Infrastructure that Utilizes Current Technology

Target Year	Summary	Key	Strategic Goal
2027	Migrate to a container-based architecture	ST-5	Maintain a Reliable Infrastructure that Utilizes Current Technology
2027	2027 Annually, deliver agency-wide information security training to refresh staff information security knowledge and increase awareness of new security developments.	ST-41	Appropriately Secure Agency Information Assets
2027	Improve the process to bookmark, share, and review medical records	ST-10	Replace CORE Business Suite Software
2027	Improve the process to store, share, and review medical images	ST-11	Replace CORE Business Suite Software
2027	Look into the potential to use a RAG for medical records	ST-8	Replace CORE Business Suite Software
2027	Access meeting materials online, directly from the core business system	ST-45	Replace CORE Business Suite Software
2027	Investigate the viability of Macs	ST-29	Support Users in All Work Environments
2027	Build an agency RAG with access to all documents	ST-3	Support Users in All Work Environments
2028	Open Data Initiative	ST-32	Respond to Evolving Legislative and Enterprise Requirements
2028	2028 Participate in statewide meetings and engage with partners and colleagues	ST-39	Respond to Evolving Legislative and Enterprise Requirements
2028	2028 Annually, deliver agency-wide information security training to refresh staff information security knowledge and increase awareness of new security developments.	ST-42	Appropriately Secure Agency Information Assets