Oregon State Board of Nursing
Information Technology Strategic Plan: 2024 - 2027

FOUNDATION

OUR MISSION

The Oregon State Board of Nursing protects the public through regulatory excellence and by promoting the wellness of our nursing professionals.

OUR VISION

A safe and healthy Oregon promoted through a healthy and diverse nursing workforce.

OUR CORE VALUES

Integrity: We inspire trust and excellence through professionalism and accountability.

Collaboration: We are inclusive and respectfully accept and contribute valuable ideas to achieve goals.

Stewardship: We serve the public through responsiveness and effective use of financial, physcial, and people resources.

Innovation: We empower change in teamwork and transparency.

STRATEGIC PRIORITIES

GOALS

1. Maintain a reliable infrastructure using current technology

2. Secure agency information appropriately

GUIDING PRINCIPLES

User Focused - Ease of Use:
Technology solutions will be designed to optimize the user's experience while maximizing sharing and reuse of technologies.

Innovation and Continuous Improvement:
The organization culture is a catalyst for continuous innovative change, and actively encourages exploration of technology innovation for business benefit.

Cross-organization Collaboration:
We will work within and across organizational structures to meet strategic goals and identify opportunities for innovation and improvement.

Cloud-Smart Approach:
Using Cloud services allows the organizations to strategically determine what will best serve each business workload and meets specific business goals and values.

ACTION PLAN

KEY INITATIVES

Strengthen Information Security:
Implement solutions to enhance system security, efficiency, and reliability while minimizing impact and ensuring compliance with security standards.

**Reliable and Resilient Infrastructure:**
Migrate critical systems to cloud services using state-managed IT infrastructure and OSBN overseeing applications, processes, websites, and SaaS providers.

Streamline and Secure User Access:
Implement enhanced system security, efficiency, and reliability minimizing user impact and ensuring compliance with information security standards.

ROADMAP

5-YEAR PLAN

	Jan-22	Jan-23	Jan-24	Jan-25	Jan-26	Jan-27	Jan-28
Strengthen Information Security				▭	▭		
Reliable and Resilient Infrastructure				▭	▭		
Streamline and Secure User Access					▭		
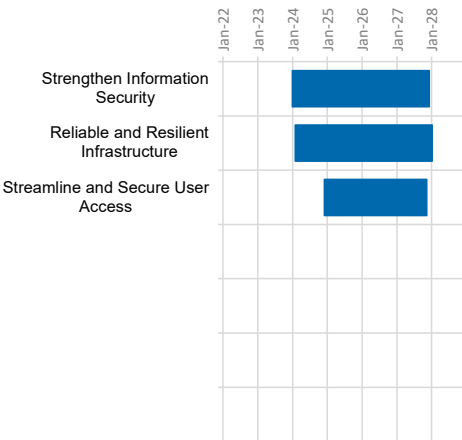
PERFORMANCE

ALIGNED KEY INDICATORS

Effective governance:
Mitigate findings from state security assessment on the Center for Internet Security (CIS) controls including improved processes.
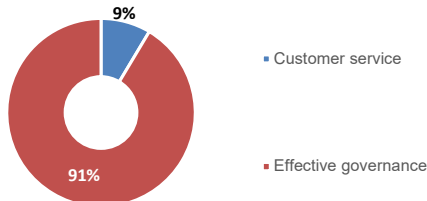
Effective governance:
No critical services are located on-prem by September 2025. As of June 1st 2025 , websites, CRM and door security close to transition.

Customer service:
All Staff have the ongoing training they need and are able to work securely wherever they are located with rare disruption.

INVESTMENT PORTFOLIO

INVESTMENT LEVEL BY OBJECTIVE

- 9% Customer service
- 91% Effective governance

COST PROJECTIONS

	2024	2025	2026	2027
Thousands	$5	$90	$90	$89