



WASHINGTON STATE POLLUTION LIABILITY INSURANCE AGENCY

IT Strategic Plan 2023-2025 Biennium



The Pollution Liability Insurance Agency provides an effective and efficient government funding model to support owners and operators in meeting financial responsibility and environmental cleanup requirements for underground storage tanks.



Contact Us

P.O. Box 40930
Olympia, WA 98504-0930
(360) 407-0520
www.plia.wa.gov

General Inquiries: pliamail@pia.wa.gov

To request this plan in an alternative format, please call PLIA at 1-800-822-3905, Relay Service at 711, or TTY at 1-800-833-6388

If you have questions about this report,
please contact Cassandra Garcia at cassandra.garcia@pia.wa.gov.

IT MISSION AND PRIORITIES

- Ensure agency staff can provide excellent customer service using modern IT infrastructure.
- Secure and protect agency data and applications.
- Make non-restricted agency data available to agency customers and partners.
- Ensure agency electronic and information technologies are accessible to all individuals.
- Ensure agency staff have access to technical support and training for mission critical agency systems.
- Provide agency staff with the necessary hardware and software to efficiently and effectively carry out their responsibilities.
- Understand, recommend, purchase, and implement new software, applications, data, or services with consideration of emerging, maturing, and aging technologies and business needs.
- Continuously improve the agency's continuity of operations, incident response, disaster recovery, and security plans.
- Comply with federal and state law, WaTech OCIO, DES, OFM, and agency policies and standards.

AGENCY CORE VALUES

Be the government you would want at your door: PLIA is passionate about customer engagement, communication, and education and is committed to providing clear guidance and excellent service to our customers.

Stimulate economic development: PLIA works to restore property values, and create and preserve jobs while protecting human health and the environment.

Making the impossible possible: PLIA's strong culture, vision and leadership provide staff with the ability and confidence to take on any challenge in service of the people of Washington State.

Accountable stewardship of resources: PLIA maintains a lean and fiscally sound agency budget and we hold ourselves accountable for efficient and effective stewardship of the state's resources.

IT OBJECTIVES

1. Maintain and continuously improve the agency's mission critical systems that are built out on the Salesforce platform.
 - i. Maintain and update workflows and processes in Salesforce to support agency program activities.
 - ii. Offer online access through the Online Community for customers and partners of the agency's programs so they can access information and submit requests.
2. Improve employee access to and ability to collaborate by transitioning to a cloud-based file

sharing system (Box.com).

3. Continue to ensure employees have the tools they need to efficiently complete their work by maintaining a technology asset replacement plan.
4. Acquire and implement an enterprise content management (ECM) system to better enable employees to follow records retention and deletion policies.
5. Migrate all agency-owned mobile devices to InTune.
6. Perform an accessibility assessment of the agency's website and Online Community to ensure compliance with WaTech's Accessibility Policy.

PRIORITY IT STRATEGIES

Salesforce Maintenance:

- PLIA continues to maintain and improve its Salesforce platform to support agency program activities and ensure customers and partners of the agency's programs can access information and submit requests.

Cloud-based file sharing:

- Updated file schemas are being developed to aid in the transition.
- Transition to Box.com is underway and the estimated completion has been extended to the 2023-2025 Biennium.

Technology asset replacement:

- PLIA continues to maintain our technology replacement plan to ensure employees have the modern tools needed to effectively and efficiently complete their work.

Enterprise Content Management:

- The agency has postponed the implementation of an ECM to the 2023-2025 Biennium.

Mobile Device Management:

- PLIA is in the initial stages of migration.
- Complete migration of agency-owned mobile devices is expected to be completed by or before June 30, 2023.

Accessibility Assessment:

- PLIA is exploring potential options for a professional assessment.
- The agency expects to complete an assessment within the 2023-2025 Biennium.

IT SWOT ANALYSIS

Strengths:

- Solid executive support.
- Employee engagement and teamwork.
- High quality contractor support for Salesforce.

Weaknesses:

- No dedicated IT staff.
- Employees with IT responsibilities have to balance those with their primary duties.
- Desktop support services must be acquired from outside of the agency.

Threats:

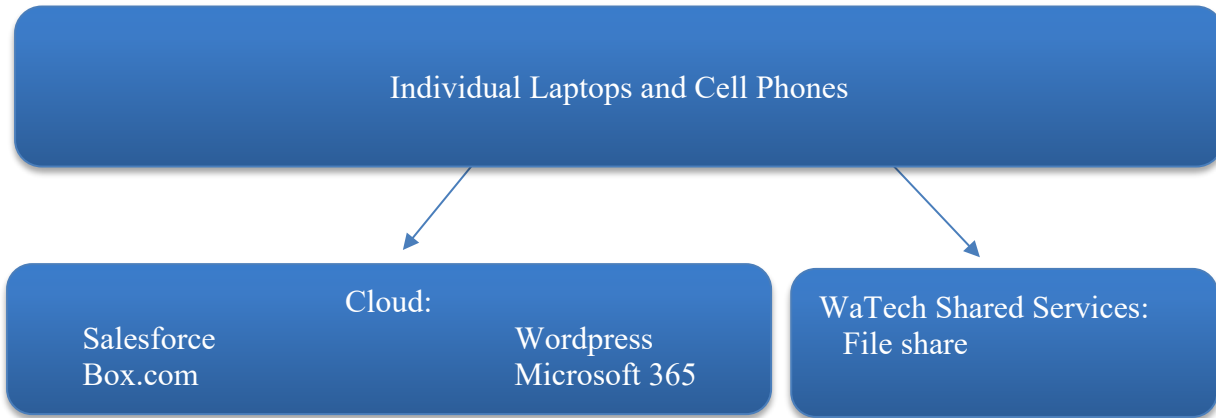
- Changing technology – challenge of keeping up.
- Increasing cybersecurity threats such as phishing scams and malware.
- Increasing requirements related to state and federal policies and laws.

Opportunities:

- Cloud-based IT services are easier to maintain.
- WaTech services, such as OCIO and OCS consulting.

AGENCY IT STRUCTURE

Current Structure:



Planned structure:

