



# Statewide IT Strategy Overview

(FY23 -FY27 Draft)

*Embracing Governor Lombardo's "Nevada Way" in the security, management, advancement, and utilization of statewide IT resources to better serve Nevadans with efficacy and efficiency.*

## Vision

Nevada's Digital Revolution will establish modern enterprise technology solutions and services, benefiting Executive branch partner-agencies through effective and efficient delivery, enabling vital services to Nevadans.

## Mission

To provide best-value enterprise technology, services, and security to enable our Executive branch agency-partners to satisfy Nevadans' increasingly greater digital expectations.

To ensure enterprise technology – the foundation of almost every service the state – is effective, efficient, and secure.

To increase our role as a trusted collaborative partner, supporting agency-partner program needs and appropriately leveraging existing agency -partner solutions for the benefit of the state.

## Guiding Principles

Collaboration - Inclusivity through partner-agency input.

Support – For enterprise solutions and services, increasing self-services.

Transparency - Visibility into enterprise technologies.



## Key Pillars

**Security** – Information Security is not a subset of technology but the foundation on which it is built.

**Governance** – Good governance promotes transparency, communication, and collaboration.

**Modernization** – An infrastructure that is well maintained is an enabler, leveraging technology for more effective and efficient government services.

**Workforce** –The state workforce of today and tomorrow needs to be agile, leveraging tools and training to increase opportunities for advancement, retention, and recruitment.

**Digital Services** – Adoption and expansion of digital services with a multi-modal approach will remove technological barriers to access with the Nevadans' experience in mind.

**Road Ahead** –State government must become aware, evaluate, and plan for the appropriate technology necessary to satisfy expectations of Nevadans and our state visitors.

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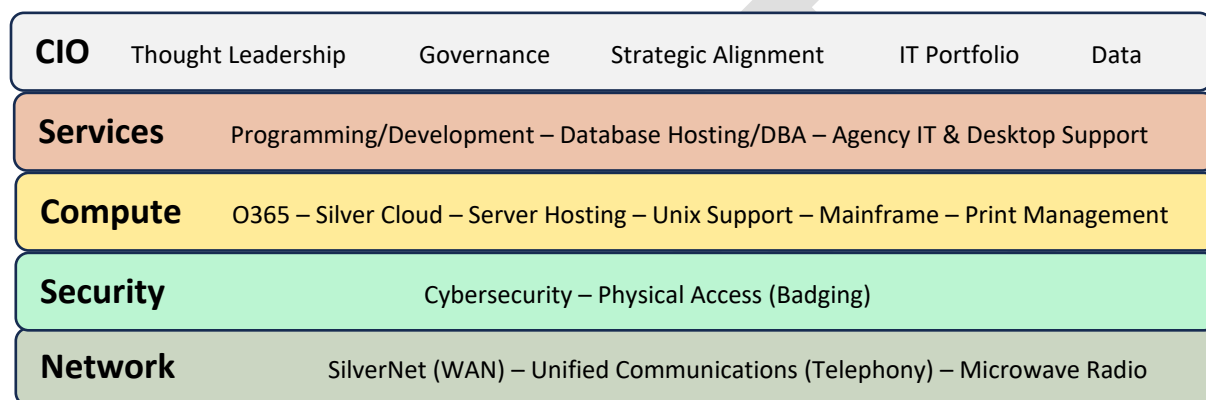
# Strategic Objectives

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| • Statewide Portfolio Management  |
| • SilverNet bandwidth and last mile infrastructure for cloud computing initiatives.         |
| • Emergency 911 reporting connections the State Telephone System                            |
| • Asset replacement of emergency back-up generators, batteries, service vehicles            |
| • Enhanced access control/security with new microwave site locks and keys system            |
| • State Security and Risk Management Services, GRC and Disaster Recovery                    |
| • Continuous Statewide Operational Security Services  |
| • Advanced Network and Infrastructure Protection  |
| • State Cybersecurity Incident Management Plan  |
| • Request approval for restructuring plan to provide best service to agency customers of IT |
| • Establish Agency IT Services Program  |
| • Implement Statewide Hybrid Cloud system   |
| • Electronic Workflow and e-Signature Application   |
| • Ensure training for technical staff   |
| • Adequate salary parity with other IT positions to improve recruitment and retention       |
| • Add professional internship program   |

# Hierarchy of Enterprise Services

Enterprise services are the foundation of almost all of Nevada’s constituent services.

Each layer leverages the layer below. As individual solutions evolve, adjacent layers also benefit.



Our solutions and services energize the advancement of Nevada’s Digital Revolution.



## Road Ahead

Nevada's statewide strategy would be incomplete without a Look into the future to anticipate the needs of our partner-agencies and the people they serve. Identifying the road ahead is critical in planning for new enterprise technologies.

### Current Targets:

- Identify a statewide digital identity roadmap for Nevadans, enabling single-sign-on access to agency-partners' services (e.g., DMV, DHHS, DETR, SOS, TAX, NDOT).
- Explore a state portal to improve digital delivery with personalized experiences; integrate with existing agency-partners' services.
- Evaluate tools for improved citizen experiences.
- Explore how machine learning and Artificial Intelligence tools can enhance IT workforce efficiency and efficacy.
- Orchestrate enterprise solution proof-of-concept (POC) working groups comprised of agency stakeholders to validate business outcome needs.
- Identify modernization trends in leveraging new technologies to provide better business outcomes and cost optimization for partner agencies.



## Feedback / Questions

**Feedback form:** [Enterprise Information Technology Services Feedback Survey \(office.com\)](#)

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