

# Strategic Goals and Priorities



Office of the Washington State Auditor  
Pat McCarthy

## MISSION

The State Auditor's Office (SAO) provides citizens with independent and transparent examinations of how state and local governments use public funds, and develops strategies to make government more efficient and effective.

## VALUES

Objectivity, Independence, Respect, Accountability, Integrity, Transparency

## VISION

Increased trust in government

Strategic Goals	Priorities					
1. Inform, educate, and empower the public and stakeholders	Train and equip all SAO employees to represent the office consistently and well.	Share our work in a way that shows why SAO audits of governments are beneficial to public life	Define and prioritize the types of communication our office provides to clients	Support our legislative outreach team and partner organizations by ensuring they know how we serve lawmakers at state and local levels		
2. Assist state and local governments to be fiscally accountable and high performing organizations	Create and deliver resources to state agencies	Educate and train government finance employees	Develop a cross-promotion strategy for audit and non-audit services within SAO	Create a personalized online experience for each client		
3. Attract, develop, engage, and retain a diverse and talented workforce	Promote an inclusive and diverse work environment	Continue building leadership skills and resources	Maintain a high level of employee engagement	Strengthen our auditor talent pipeline		
4. Develop and implement strategies that promote high quality audits	Continuing to improve audit quality and efficiency	Improving audit and report timeliness	Increasing use of data analytics	Improving data collection for audits	Building capacity to conduct more high quality cybersecurity audits	Promoting audit integration
5. Ensure efficient and cost-effective operations and continuous improvement	Ensure SAO has accurate, timely and readily available tools, information and processes for decision making	Increase employee engagement in the agency's continuous improvement activities	Provide appropriate resources for staff to do their work			

# Team IS Strategic Framework



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## MISSION

SAO Information Services professionals are strategic partners with our organization, providing excellence in IT services and delivering secure, reliable and agile technology. Working collaboratively with stakeholders and across governments, our efforts add value in the workplace and contribute to transparency in government to the citizens of Washington.

<p><b>GUIDING PRINCIPLES</b></p>	<p>Enable a modern workplace</p>	<p>Think "Enterprise First" Meet common business needs through shared solutions</p>	<p>Remain current in IT goods and services through lifecycle management</p>	<p>Improve efficiency and effectiveness in IT services and business processes</p>	<p>Maximize IT investments</p>
<p><b>GOALS</b></p>	<p><b>SERVICE</b> A responsive and innovative IT service that meets business needs and enhances the end-user experience</p>	<p><b>SECURITY</b> A secure and resilient enterprise infrastructure that enables the trusted delivery of services, applications and data</p>	<p><b>VALUE</b> Smart investments that are both high in value and cost-effective</p>	<p><b>AGILITY</b> An agile, connected and high-performing workforce with modern tools</p>	
<p><b>2019-2023 STRATEGIC ACTIONS</b></p>	<p>SERVICE IT Data Exchange and Collaboration Office 365 Adoption</p>	<p>SECURE IT Geographic Dispersed Storage Redundancy in Azure Cloud Highway Development (WaTech)</p>	<p>MANAGE IT Common Hardware/ Desktop Environment Procurement Process Reform Phone Services Solution</p>	<p>WORK IT Increase Operations and Maintenance efficiency Operational Transparency Digital collaboration tools</p>	<p>INSPIRE IT 0365 Solutions Audit Documentation Tools Audit Management Tools Project Management Tools</p>