

# Strategic Goals and Priorities



Office of the Washington State Auditor  
Pat McCarthy

## MISSION

To promote accountability and transparency in government

## VALUES

Objectivity, Independence, Respect,  
Accountability, Integrity, Transparency

## VISION

Increased public trust in government

## Strategic Goals

## Priorities

1. Empower and educate the public and lawmakers about SAO's value and essential role in government accountability

Share our work in a way that shows why SAO audits of governments are beneficial to public life.

Promote SAO's key role in government accountability through partnering with the legislature and other key external stakeholders.

Provide communication that's timely and relevant to user needs in a wide variety of formats.

2. Collaborating with Washington governments to promote fiscal accountability, effective and efficient operations

Creating a baseline of trust, communication, and expectations with state agencies.

Educate and train new and existing government clients.

Improve client interactions with SAO online resources.

3. Attract, develop, engage, and retain a diverse and talented workforce

Continue to strengthen and grow our culture of DEI.

Develop a robust employee onboarding program.

Expand our employee talent pipeline.

Retain an engaged diverse and talented workforce.

4. Develop and implement strategies that promote high quality audits

Improve audit quality and efficiency.

Address new and emerging issues.

Improving audit and report timeliness.

Increasing use of data in audits.

Building capacity for cybersecurity audits and services.

5. Continuously improve operational efficiency and effectiveness

Ensure SAO has accurate, timely and readily available tools, information and processes for decision making

Provide appropriate resources for staff to accomplish their work.

Increase employee engagement in the agency's continuous improvement activities.

Reduce SAO risk related to Records and Data Management.

# 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 all Washingtonians.

GUIDING PRINCIPLES	Cloud First	Agency First	Streamline IT Footprint	Maximize IT Investments	Promote IT Standards	Ensure IT Security and Reliability	Promote Organization Ownership	Develop IT Knowledge, Skills and Ability	Measure IT Performance
GOALS	<b>Empower and Support our IT Workforce</b> We rely on our talented people to deliver the SAO IT strategy. We must foster a culture of growth and development and invest in progressing staff skills and keeping pace with rapidly changing technologies.		<b>Establish Foundational Capabilities</b> Excellent IT service delivery demands sound foundational capabilities around governance, strategies, security and architecture.		<b>Increase Efficiency and Effectiveness</b> Optimize IT service delivery processes and enhance operational performance through streamlined workflows, automation, modernization, and continuous improvement initiatives.		<b>Enable the Business Priorities</b> Align IT initiatives and resources with business objectives, fostering innovation, agility, and value creation across all organizational functions.		
2024-2027 INITIATIVES	<b>WORKFORCE</b> <ul style="list-style-type: none"> <li>• Mature cloud readiness</li> <li>• Develop training roadmap</li> <li>• Develop dedicated training time</li> <li>• Reinforce positive impacts</li> </ul>		<b>FOUNDATION</b> <ul style="list-style-type: none"> <li>• Continue cloud transition</li> <li>• Enhance disaster recovery</li> <li>• Data governance</li> <li>• Enhance strategic planning</li> <li>• Fine-tune cloud strategy</li> <li>• Enhance vulnerability management</li> </ul>		<b>EFFICIENCY</b> <ul style="list-style-type: none"> <li>• Enhance DevOps program</li> <li>• Grow SAO support adoption</li> <li>• Application modernization</li> <li>• Grow Agile methodology</li> <li>• Enhance workstation management</li> </ul>		<b>ENABLE</b> <ul style="list-style-type: none"> <li>• Enhance IT investment management</li> <li>• Mature portfolio management</li> <li>• Pilot program/product management</li> </ul>		