

IT Strategy Map 2015-2017



Meeting the needs of our customers by delivering the right IT solutions.

Our vision for the future

Your trusted partner, meeting your needs today and providing solutions for tomorrow.

Our strategic priorities	Our strategic goals
Execute major projects in alignment with business strategies & objectives	<ul style="list-style-type: none"> • Prevention • Rate Model • e-Health Services • Compliance • Building Excellent Service Together (BEST)
Evolve the technical infrastructure to better support collaboration, innovation, and mobility	<ul style="list-style-type: none"> • Implement Unified Communications roadmap • Implement personal computing tools to enhance innovation, collaboration, and mobility • Advance remote access capabilities
Modernize and simplify the technical infrastructure	<ul style="list-style-type: none"> • Implement network roadmap • Implement storage roadmap • Implement data protection roadmap • Demonstrated progress on software currency
Increase efficiency in supporting existing line of business applications	<ul style="list-style-type: none"> • Implement new correspondence tool • Implement tools to enhance the software development & quality assurance processes • Adopt industry standard Java framework
Enhance IT security in alignment with the IT security roadmap	<ul style="list-style-type: none"> • Recruit an IT Security Manager • Implement IT security roadmap • Complete and maintain PCI compliance • Enhance technology recovery capabilities
Improve IT service management (ITSM) processes	<ul style="list-style-type: none"> • Implement ITSM processes based upon ITIL best practices • Enhance Service Desk services