



Department of Financial Institutions IT Strategic Plan 2021-23 biennium

For more than 25 years, the Department of Financial Institutions (DFI) has played an essential role in maintaining the stability of, and public confidence in our state's financial system. DFI provides regulatory oversight for our state's financial service providers. DFI's mission is to protect consumers and advance the financial health of Washington State by providing fair regulation of financial services and educating consumers to make informed financial decisions

The IT Strategic Plan is critical for DFI's mission and its successful operations. It provides a blueprint for achieving the vision of leveraging reliable and emerging technologies and information resources to support the mission of the agency. This plan aligns with Washington's Enterprise Technology Strategic Plan and reflects the goals, objectives and strategies that DFI will employ in facing these challenges.

As the DFI business model evolves to meet future demands, the agency leverages technologies in order to: support a mobile workforce, advance financial service provider oversight, enhance consumer protection, and promote DFI as the employer of choice. **DFI will:**

- PROVIDE BUSINESS VALUE THROUGH IT SERVICES
- EXPAND WORKFORCE MOBILITY
- SEEK STATE OF THE ART COLLABORATION TOOLS
- EXERCISE CRITICAL APPLICATIONS RECOVERY

Rapidly changing business needs are placing new demands on legacy IT systems. Applications and data systems must evolve accordingly. **DFI will:**

- MODERNIZE SYSTEMS OF RECORD
- ADOPT EMERGING SHARED SERVICES
- INTEGRATE MULTI-STATE LICENSING TECHNOLOGIES
- SEEK TO AUTOMATE MANUAL PROCESSES

Cyber-attacks are increasing in sophistication. DFI must continue to advance capabilities and adapt new mobile risk profiles to maintain protection of containerized data storage. **DFI will:**

- ACTIVELY MANAGE CYBER RISKS
- RETAIN OCIO CERTIFICATIONS
- REPORT TO THE OCIO
- STRENGTHEN AUTHENTICATION
- EXERCISE CYBER RESILIENCY

The migration to cloud based services places an increased reliance on the internet to fulfill our mission. It is critical that DFI ensure reliable network connectivity for its staff, as well as ready access to the systems and data they rely upon to perform their work. **DFI will:**

- AUTOMATE DISASTER RECOVERY AND BACKUP SERVICES TO CLOUD ARCHITECTURE
- PROVIDE SECURE AND TRUSTED ACCESS TO MANAGED SYSTEMS
- PROMOTE PERFORMANCE THROUGH CLOUD SERVICES
- UTILIZE CLOUD COMPUTING TO STRENGTHEN INCIDENT RESPONSE PROCESS