



OKLAHOMA

# 2026-2028 IT STRATEGIC PLAN

TECHNOLOGY THAT  
DELIVERS

OKLAHOMA OFFICE OF  
MANAGEMENT AND  
ENTERPRISE SERVICES

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## LETTER FROM STATE CIO

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Dear colleagues,

As technology leaders, we face a pivotal opportunity to reimagine how government serves its citizens. Modernization is no longer a matter of convenience – it's an imperative. Legacy systems, siloed data and outdated delivery models continue to hamper progress, yet the demand for transparent, responsive public services has never been greater. Efficiency isn't just about cost-cutting – it's about delivering real-time value, fostering trust and ensuring equity across various communities.

To achieve this, we must champion cloud-native infrastructure, adopt secure and adaptive platforms, and build a workforce empowered by data and automation. True transformation stems from designing services around user needs, not internal constraints. Cross-agency collaboration, ethical AI governance and resilient cybersecurity frameworks are no longer optional – they're foundational pillars. Government must be agile, not just operationally, but strategically, to adapt to shifting public expectations and emerging technologies.

Let us lead with empathy and courage. Let us unite technology with policy to drive outcomes that matter, whether that's digital accessibility in rural communities or predictive analytics in emergency response. Modernization done right isn't just a technical feat – it's a moral one.

Best regards,

Dan Cronin  
State CIO

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is no longer  
a matter of  
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# ABOUT OMES INFORMATION SERVICES



## MISSION-DRIVEN TECHNOLOGY

The Office of Management and Enterprise Services Information Services (OMES IS) division is at a pivotal point in its evolution. As the technology backbone of state government, OMES IS is responsible for enabling more than 180 agencies, boards and commissions to deliver critical services to Oklahomans. In a time of accelerating digital change and heightened public expectations, IS must lead with purpose, precision and citizen-centered values.

## FUTURE VISION FOR CHANGE

The 2026-2028 IT Strategic Plan lays out a bold yet achievable vision to enhance Oklahoma's future. It focuses on four statewide strategic goals that reflect our highest priorities and most important responsibilities as stewards of public technology.



# MISSION & VISION

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## MISSION

Serving those who serve Oklahomans through delivering secure, scalable and innovative technology solutions that enable Oklahoma state government to serve its citizens with efficiency, reliability and integrity.

## VISION

To provide excellent service, expert guidance and continuous improvement in support of our partners' goals, while driving digital transformation across the state.



### **PROMOTE CUSTOMER CENTRICITY**

We will transform how citizens and agencies experience state technology services to make every interaction more seamless, intuitive and responsive.



### **MAKE COMPLEXITY INVISIBLE**

We will simplify government through better design, smarter automation and enterprise-wide standardization.



### **EMPOWER FUTURE READY WORKFORCE**

We will invest in the people behind the technology, cultivating a skilled, agile and mission-aligned workforce.



### **MODERNIZE WITH PURPOSE AND PRECISION**

We will prioritize modernization efforts that yield long-term public value and build a resilient digital infrastructure for the future.

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**Government must be agile, not just operationally, but strategically.**

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# PROMOTE CUSTOMER CENTRICITY

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## STRATEGIC PRIORITIES

- Create a seamless, omnichannel service model across digital touchpoints.
- Provide real-time performance visibility to drive trust and transparency.
- Redesign services around outcomes that improve daily life and agency impact.
- Build trust through ethical design, transparency and accessibility.
- Position customer experience as a statewide technology principle.

## KEY INITIATIVES

- Connect statewide customer experience delivery codesigned with agency partners.
- Integrate digital accessibility and equity standards into all major service launches.
- Develop citizen- and employee-facing digital dashboards for transparency.

## BENEFITS TO CITIZENS

- Faster, more intuitive and seamless access to state services.
- Transparent service and increased responsiveness.
- Accessible design to knock down barriers of access to services.

## BENEFITS TO AGENCIES

- Agency partners receive timely, relevant insights to improve service delivery.
- Technology services are aligned more closely with mission outcomes and customer needs.

# MAKE COMPLEXITY INVISIBLE

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## STRATEGIC PRIORITIES

- Align IT service delivery to agency mission priorities and policy goals.
- Streamline government interactions to reduce user burden.
- Standardize how data is shared, integrated and visualized across agencies.
- Implement centralized, user-friendly access points for digital services.
- Automate high-volume processes to reclaim capacity for higher-value work.
- Empower self-service with secure guardrails to protect data and systems.
- Consolidate legacy infrastructure to unlock performance and value.

## KEY INITIATIVES

- Scale interagency data exchange to support federated access to trusted, curated data for mission aligned objectives.
- Expand and unify access to statewide technology services with increasing communication transparency.
- Accelerate technology simplification initiatives to drive value realization, agency interoperability and automation.

## BENEFITS TO CITIZENS

- Ease of navigating across government services.
- Increased convenience to government services.
- Reduced wait times for desired agency service.

## BENEFITS TO AGENCIES

- Reduced silos and improved data accuracy reuse.
- Increased autonomy and productivity through self-service.
- Standardized processes and simplified internal operations.

# EMPOWER FUTURE-READY WORKFORCE

## STRATEGIC PRIORITIES

- Enable state workforce through technology literacy to focus on future-critical skills.
- Create technical and leadership pathways tied to evolving service needs.
- Develop leadership capabilities to champion innovation across agencies.
- Use workforce data to drive planning, development and investment.
- Build institutional memory through succession planning and knowledge transfer.
- Advance accessible, values-driven culture that attracts top talent.

## KEY INITIATIVES

- Create interagency tech literacy programs for cloud, AI, cybersecurity and automation skill-building.
- Promote state IT as an impactful career through early career pipelines and fellowships.
- Establish an enterprise knowledge repository and onboarding accelerator.

## BENEFITS TO CITIZENS

- Better trained and more knowledgeable public servants.
- Faster time to reach the public through responsive teams.
- Increased development of state talent pool.

## BENEFITS TO AGENCIES

- Increased quality across teams delivering IT-enabled services.
- Improved delivery of complex modernization and transformation.
- Accelerated continuous learning and improvement.



# MODERNIZE WITH PURPOSE & PRECISION

## STRATEGIC PRIORITIES

- Prioritize investments that deliver enterprise value and reduce systemic risk.
- Replace legacy systems with secure, cloud-native infrastructure.
- Build shared platforms that can serve multiple agencies and missions.
- Expand real-time monitoring of performance, cost and service quality.
- Ensure every solution is built with security, privacy and compliance in mind.
- Prepare for future innovation by future-proofing our core digital foundations.

## KEY INITIATIVES

- Launch a statewide application and infrastructure rationalization initiative.
- Establish a values-based investment review board for modernization efforts.
- Deploy cloud-first modernization playbooks tailored to agency readiness.
- Expand the use of shared platform services (e.g., identity, data exchange and observability services).

## BENEFITS TO CITIZENS

- Fewer service outages, errors and system delays in public services.
- Increased responsiveness of government services.
- Increased visibility into public technology investments in quality, reliability and impact.

## BENEFITS TO AGENCIES

- Reliable, secure and scalable platforms built for modern needs.
- Reduced duplication and lower costs across government shared services.
- Real-time decision-making for operational and financial tracking.

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