



# IT Accomplishments and Initiatives

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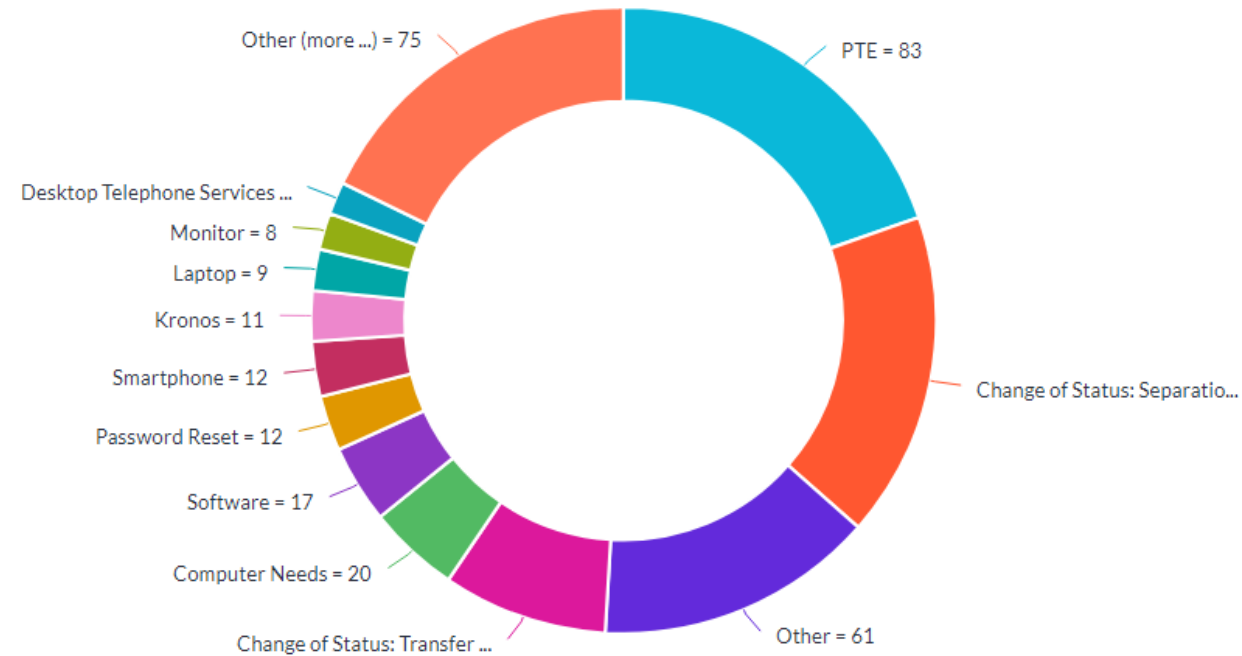
# IT Plan

- **Establish a multi-year IT governance plan**
- **Develop detailed IT strategy to align with overall agency business strategy**
- **Emphasize:**
  - Security
  - Enhanced governance
  - Flexible IT infrastructure
  - Software integration
  - Balanced staffing
  - Embedded AI
  - Fiscally constrained



# 2024 Successes

- **Recruiting**
- **ServiceNow**
- **Cartegraph**
- **Expanded cybersecurity**
- **Diversity outreach tracking**
- **Enhanced customer service**
- **Data governance**
- **IT education**



# 2025 Major Initiatives

## Back-Office

Integration ↔  
Scalability  
Roadside Inc.  
Customer Service Call  
Center  
Road-user charging  
(potential)

## ERP

Integration ↔  
Tollway instance  
Success factors  
Finance  
Budget

## Service Now

Integration  
ITSM, SAM (Complete)  
Discovery/CMDB (Complete)  
Contract management (In  
Process)  
Project management  
Third-party risk (Possible)

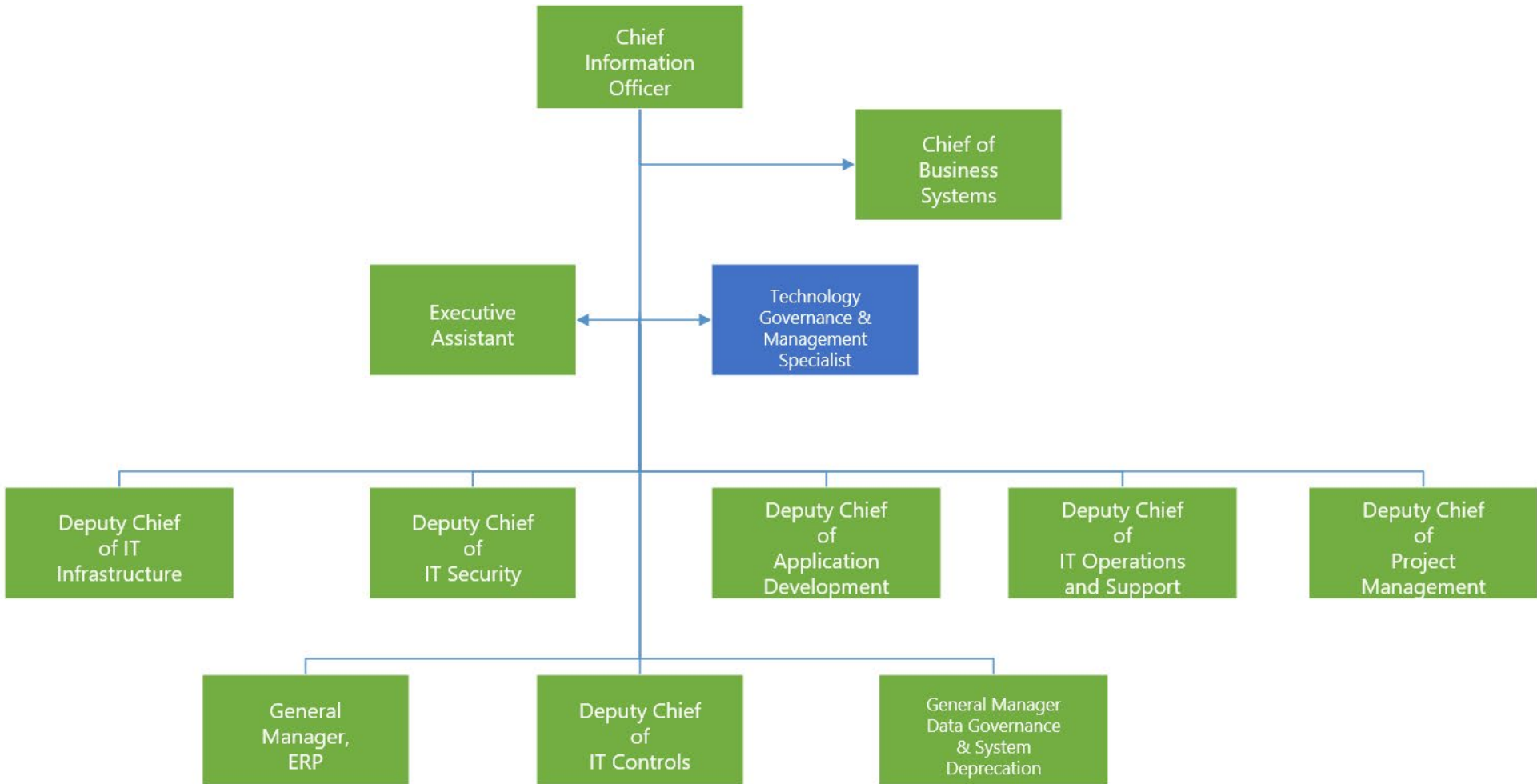
Embedded AI

# 2025 Substantial Initiatives

- **Data center and disaster recovery co-location**
- **Infrastructure refresh**
- **Cartegraph expansion**
- **ServiceNow expansion**
- **Traffic and Incident Management System**
- **Data governance**
- **System deprecation**



# IT Department Leadership





**THANK YOU**