

GSA IT Strategic Framework 2023-2027



IT VISION STATEMENT

To be the trusted technology leader for a digital government



IT MISSION STATEMENT

To deliver secure and exceptional technology solutions and experiences to GSA

STRATEGIC GOALS



CUSTOMER EXPERIENCE



EMPLOYEE EXPERIENCE



DIGITAL EXPERIENCE

STRATEGIC RESULTS

Provide a simple, easy, and enjoyable experience for customers working with GSA IT

Provide a seamless experience for our employees to work collaboratively and productively from anywhere

Provide a secure, accessible, and modern experience with GSA IT digital products and service

STRATEGIC OBJECTIVES

Increase the Velocity of Technology Modernization to Deliver Business Value Faster

Advance Cybersecurity Modernization

Simplify Processes to Make it Easier and Faster to Work with GSA IT

Evolve Integrated Products and Services

Maximize Data as a Strategic Asset

Cultivate an Environment for a Diverse, Highly Engaged Workforce to Thrive