

GSA IT STRATEGIC FRAMEWORK

IT VISION

To be recognized as a trusted partner and innovative IT leader in the federal government

IT MISSION

To inspire and drive technology transformation by delivering innovative, collaborative, and cost-effective IT solutions and services to our customers

CORE VALUES

Accountability | Honesty | Lead by Example | Emotional Intelligence

STRATEGIC GOALS



**OUR PEOPLE,
OUR CULTURE**



**MISSION
DELIVERY**



**STRENGTHEN
CYBERSECURITY**



**OPERATIONAL
EXCELLENCE**



**INNOVATION
LEADER**

STRATEGIC RESULTS

A highly motivated and creative organization that leverages the diverse skill sets of our people, innovative tools and collaborative culture to work productively from anywhere

Deliver the right IT products and services that exceed customer expectations

Protect and safeguard the GSA infrastructure by strengthening our cybersecurity posture and empowering ownership of cybersecurity responsibilities

Collaborate and operate as a high performing organization to deliver quality IT products and services

Explore, take risks, and invest in innovative ideas to help federal agencies do their jobs better

STRATEGIC OBJECTIVES

G1-1. Improve Employee Engagement and Morale
G1-2. One GSA IT Culture
G1-3. Invest, Cultivate and Retain a High-Impact Workforce

G2-1. Improve Customer Experience and Satisfaction
G2-2. Partner with Customers to Deliver Quality IT Products and Services

G3-1. Improve Awareness and Understanding of Cybersecurity Compliance, Threats and Impacts
G3-2. Enhance Cybersecurity Controls and Tools

G4-1. Improve Management Processes to Streamline Day-to-Day Operations
G4-2. Strengthen Governance to Facilitate Decision-Making

G5-1. Invest in Innovation to Meet Current and Future Customer Needs
G5-2. Promote an Innovative Culture

STRATEGIC INITIATIVES

- Employee Recognition Program
- Rotational Program
- Mentorship and Development Program
- Core Values and Practices
- Marketing Outreach
- Workforce Skills Assessment
- Future of Work

- User Experience (UX)
- Network Bandwidth
- Upgrades and Laptop
- Refresh across GSA Regions
- Core Application Performance Metrics
- Cost Transparency for IT Service Delivery
- Asset, Configuration, and Vulnerability Management
- Execute FAS, PBS, and CXO Strategic Priorities
- Transactional Surveys
- Presidential Transition Team (PTT)

- DevSecOps
- Cybersecurity Training
- Standing Security Briefs with Leadership and Customers
- Continuous Diagnostics and Mitigation (CDM) Program
- FISMA Metrics and Audits
- Enterprise Certificate and Key Management

- FITARA Data Center Optimization Initiatives
- Enterprise Infrastructure Solutions (EIS) Network Modernization
- Streamline IT Processes and Frameworks
- Shared Services Model
- Financial and Cost Transparency
- Agile Governance Process
- Digital Innovation for GSA Infrastructure Technologies (DIGIT)

- Research & Development (R&D)
- IT Solution Strategy Roadmap
- Modernize Data Analysis and Management
- Evangelize IT Success Stories
- Technology and Tools Training
- Rebrand GSA IT
- Enterprise IT Service Management (EITSM) platform
- Customer Outreach and Change Management Strategy

STRATEGIC METRICS

SM1. Workforce Engagement and Development Index
SM2. Customer Experience Index
SM3. FAS IT Value Score

SM4. PBS IT Value Score
SM5. Corporate IT Value Score
SM6. Cybersecurity Posture Index
SM7. IT Cost Savings and Avoidance

SM8. IT Productivity Index
SM9. IT Governance Index
SM10. FITARA Compliance Index

SM11. Digital Transformation Index
SM12. Diversity Index
SM13. Environmental Sustainability Index