



Information Technology (IT) 5-year Strategic Plan FY2022 – FY26

Vision: Telecommunication devices and systems assist the Commission on Asian Pacific American Affairs (CAPAA) in its mission to improve the lives of Asian and Pacific Islander Americans in Washington State. In recent decades, and especially in the wake of Covid-19, Washingtonians have normalized communicating with CAPAA through telecommunication applications such as e-mail and video conferencing and expect IT support to assist in communications, access to information, and data management.

Mission: To embrace devices and strategies to promote communications between staff, Commissioners, the public, and other entities to optimize CAPAA operations and advance its mission. Utilizing technologies allow CAPAA to respond to the needs and priorities of community members, to meaningfully engage the public on issues, and to advise the Governor, State Legislature, and other agencies on laws, policies, and programs.

Values: CAPAA values accessibility, cultural competency, and customer service. The Covid-19 pandemic has revealed significant disparities in ANHPI communities' ability to access vital information and critical state services. It is particularly important to embrace accessible, dependable modes of remote communication when in-person operations are not available due to an ongoing state of emergency. CAPAA is committed to embracing technologies that promote multiple modes of effective communication with members of the public, without compromising individual safety or defying state mandates. CAPAA will continually evaluate interactions to make strategic changes and improvements.

Goals & Objectives: CAPAA supports the goals and objectives of the State of Washington through:

- Ensuring dependable and reliable interactions with Washington residents
- Promoting an efficient, technology-driven workplace for employees

Strategies:

CAPAA will continually evaluate equipment and structural processes that streamline access to information, while also weighing the risks and outcomes involved in adopting new technology. The following IT supports advance CAPAA's objectives:

- Webpage
- E-mail & newsletter blasts
- Listserv management & updating mail services from MailChimp to Gov Delivery
- Social Media
- Mobile device management as updated in CAPAA's Administrative Policy Manual
- Remote access to public forums
- Microsoft Office Suite
- Public Records Act Compliance
- American Disability Act Compliance