Enterprise-wide IT Strategic Plan

Division of Information Technology/FTAA

Department of Social and Health Services

Strategic Plan Metrics

November 2026

Information Technology

Success Measures Associated with Charts

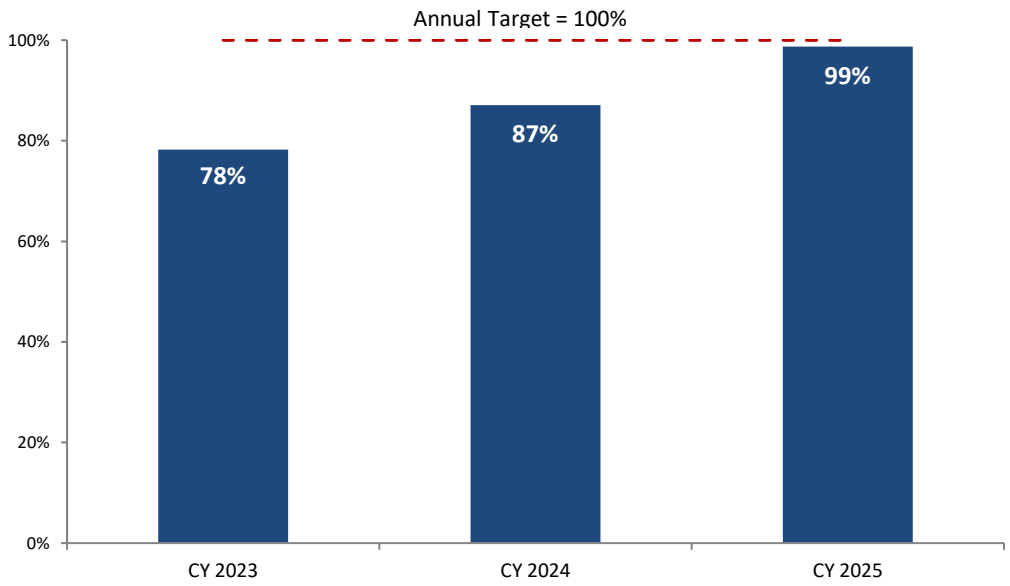
		Strategic Plan Success Measure #
	Operational Excellence	
DIT.1	Percent of DSHS staff who completed IT Security Training	3.1

Results-Driven Services

Information Technology

Percent of DSHS staff who completed IT Security Training

Annual



DATA SOURCE: DSHS Learning Management System (LMS); supplied by Bret Anderson, Jeanelle Reanier-Briggs and Robyn Togesen.
MEASURE DEFINITION: Completion of mandatory IT Security Training by all DSHS staff annually.
DATA NOTES:

SUMMARY

- **This measure supports Information Technology Strategic Goal 3: IT Security and Risk Management.**
- **Success Measure 3.1: Annual IT Security training completed by 100% of DSHS staff each year and demonstrated adherence through fewer technology incidents year over year.**
- **DSHS staff are required to complete mandatory IT security training annually.**
- **IT security training provides education, insight, and information on how to protect DSHS information assets.**
- **IT security awareness is an important function of the day to day responsibilities for every DSHS employee.**
- **IT security is important in order to protect DSHS confidential data and other information assets.**

ACTION PLAN

- **DSHS staff complete IT security training as a part of new employees orientation and as a part the annual performance review process.**
- **Completion of IT Security training is evaluated and monitored.**

TO DATA: https://www.dshs.wa.gov/data/metrics/DIT.1.xlsx