



INFORMATION TECHNOLOGY DEPARTMENT

2026 Information Technology Strategic Plan – Combined Summary

Purpose

The 2026 IT Strategic Plan unifies technology direction and quality improvement priorities to ensure that LADD operates with secure, reliable, and innovative technology. The plan supports organizational goals, strengthens communication, reduces risk, and improves service delivery across the agency.

This combined strategy aligns technology operations with LADD's mission, CARF standards, HIPAA compliance, and long-term organizational growth.

Core Strategic Focus Areas for 2026

The Information Technology Department (LADDIT) will focus on five integrated priorities:

1. Operational Reliability & Continuity
2. Cybersecurity & Regulatory Compliance
3. Customer Service Excellence
4. Infrastructure Modernization & Innovation
5. Risk Reduction & Physical Security

These priorities guide all IT projects, budgeting, and service delivery decisions for 2026.

Key Strategic Goals

1. Strengthen Enterprise Communication

- Improve organization-wide communication through technology
- Ensure timely, accurate, and accessible information
- Support leadership decision-making and accountability
- Increase interdepartmental communication effectiveness by 5%
- Improve accuracy of email distribution groups

Outcome: Better collaboration, faster decisions, and improved staff engagement.

2. Deliver High-Quality IT Services

- Maintain high system uptime and reliability
- Proactively monitor networks and applications
- Ensure availability of mission-critical systems (Therap and SharePoint)
- Replace aging hardware through planned lifecycle management
- Track and improve service desk performance metrics

Outcome: Reduced downtime and increased staff productivity.

3. Cybersecurity and Compliance

LADD follows the CIA Triad:

- Confidentiality – Protect private data
- Integrity – Ensure accuracy of information
- Availability – Systems accessible when needed

Key Actions:

- Enforce multi-factor authentication (MFA)
- Maintain patch management and access controls
- Monthly cybersecurity awareness training
- Quarterly security reviews with MDR 2.0
- Continuous vulnerability monitoring

Outcome: Reduced cybersecurity risk and stronger audit readiness.

4. Infrastructure Modernization & Innovation

- Maintain stable SharePoint and cloud operations
- Upgrade all organizational websites to a secure platform by June 2026
- Replace outdated firewall infrastructure
- Introducing limited and controlled use of Artificial Intelligence (AI)
- Increase website visibility and engagement by 5%

Outcome: Modern, secure, and future-ready technology environment.

5. Internet Reliability and Business Continuity

- Monitor Comcast (primary) and Verizon (backup) performance
- Track all internet outages and downtime events
- Improve failover documentation
- Maintain Disaster Recovery and Business Continuity Plans
- Conduct regular DR testing

Outcome: Reduced service disruptions and stronger continuity planning.

6. Asset Management and Cost Control

- Maintain accurate inventory of all IT assets
- Track full equipment lifecycle
- Securely wipe and recycle retired equipment
- Centralize technology purchasing
- Continue cost-saving initiatives

Outcome: Better accountability and budget efficiency.

7. Physical Security Enhancements

- Assess current security camera coverage
- Install additional cameras at key locations
- Improve surveillance retention and monitoring

Outcome: Safer facilities and improved incident response.

Department Overview (Current State)

Technology Supported:

- Computers, laptops, and mobile devices
- Internet and telephone services
- Therap and SharePoint platforms
- Websites and FileHold systems

Current Environment:

- 245 desktops
- 104 laptops
- 601 user profiles
- 96 printers/scanners
- 166 network devices

Service Desk Activity:

Year Tickets

2022 861

2023 966

2024 945

2025 755

Ticket tracking ensures accountability, rapid response, and service transparency.

Monitoring and Oversight

Progress will be tracked through:

- Monthly service desk metrics
- System uptime reports
- Internet outage logs
- Quarterly cybersecurity reviews
- Annual disaster recovery testing

2026 Success Indicators

Success will be measured by:

- Improved system uptime
- Reduced internet downtime
- Strong cybersecurity posture
- Accurate asset records

- Timely infrastructure upgrades
- Higher staff satisfaction
- Improved organizational communication

Executive Summary Statement

The 2026 IT Strategic Plan builds on the success of a full year of SharePoint stability and improved security management. Through the transition to **MDR 2.0**, streamlined SharePoint access, and better user practices, LADD has already reduced technical issues and support demand.

Moving forward, the IT Department will continue to focus on secure, reliable, and innovative technology solutions that enhance communication, protect organizational data, and support high-quality services for the people LADD serves.

