



**Georgia
Enterprise IT
Strategic Vision**

Purpose

Published by the Georgia Technology Authority in accordance with O.C.G.A. 50-25-4.13, the 2030 Enterprise IT Strategic Vision provides a roadmap for anticipating change, adopting emerging technologies, and delivering modern digital services. While it does not replace agency-specific plans, it establishes a forward-looking framework for navigating an increasingly complex technology landscape.

This vision aligns with the Governor's priorities by leveraging technology to support a business-friendly, efficient, and accountable government—driving economic growth, expanding workforce opportunity, enhancing citizen services, supporting rural communities, and improving quality of life for all Georgians.

It also aligns agency initiatives with a shared enterprise direction, advancing a seamless, efficient, and citizen-centered government experience. Together, we will harness digital transformation to build a more resilient, responsive, and opportunity-driven state for every Georgian.

Enterprise IT Vision

To lead the nation in delivering a secure, intelligent, and citizen-centered digital government—where technology anticipates needs, adapts to change, and empowers every Georgian to thrive.

Enterprise IT Mission

To deliver a unified, adaptive, and innovative technology ecosystem that enables seamless, predictive government services, strengthens cybersecurity, responsibly and transparently leverages data and artificial intelligence, and expands universal broadband access—improving outcomes and enhancing the lives of all Georgians.

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CIO Statement | The Foundation of the Intelligent State



Georgia is building the next generation of digital government—one defined not by modernization alone, but by integration. As technology, data, and services converge, we are redesigning how government operates and delivers value to its citizens.

Building on a strong foundation, this strategic vision reflects Georgia’s proven track record of excellence in enterprise technology. As one of only eight states to earn an “A” grade on the biennial Digital States Survey for four consecutive reporting periods, Georgia has demonstrated disciplined execution, operational resilience, and a workforce prepared to lead through change.

Our mandate is clear: advancing toward an Intelligent State—where government operates as a secure, accountable, data-driven, and AI-enabled enterprise delivering seamless, life-event-based services.

This transformation is guided by five interconnected strategic pillars:

- **Cybersecurity | The Shield of Trust:** Protecting Georgia’s digital ecosystem through proactive, intelligence-driven security and a resilient cyber workforce
- **Artificial Intelligence | The Experience of Intuition:** Transforming services from reactive to proactive through ethical, human-governed AI
- **Data as an Asset | The Power of Insight:** Elevating data into a trusted enterprise asset that drives informed decisions
- **Technology Services | The Engine of Agility:** Delivering secure, scalable platforms that enable innovation at enterprise scale
- **Broadband Access | The Reach of Connection:** Expanding reliable, high-speed connectivity to ensure statewide participation in the digital economy

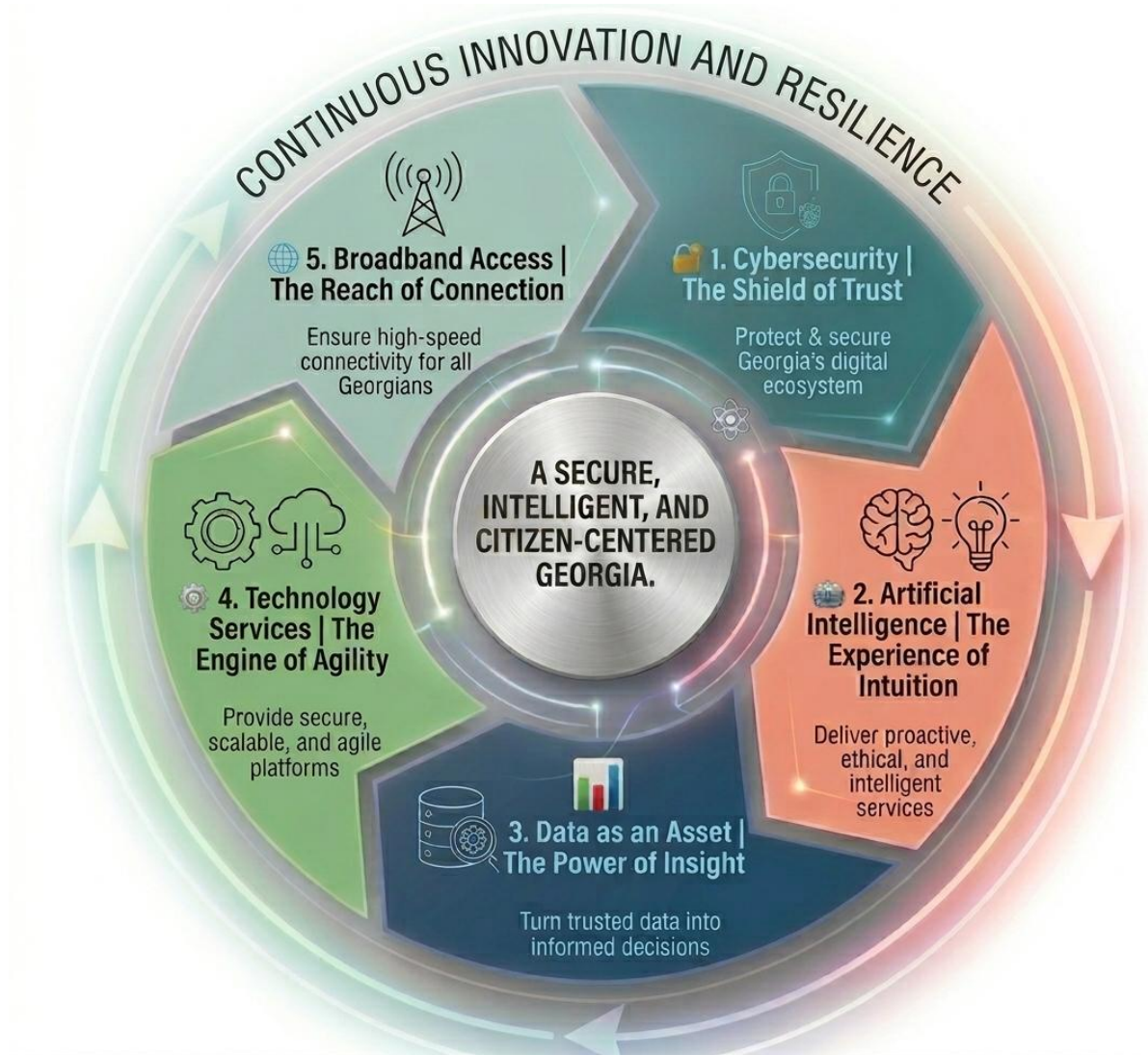
Together, these pillars form the operating architecture of Georgia’s Intelligent State—where government is secure by design, data-driven at its core, and delivers seamless, responsive, and trusted services centered on the needs of every Georgian.

Shawnzia A. Thomas
State Chief Information Officer
GTA Executive Director

Executive Framework | Five Pillars

These five pillars operate as an integrated enterprise system—translating strategy into a unified operating model. Cybersecurity establishes trust. Artificial intelligence and interoperable data generate insight. Technology services translate that insight into scalable, secure capabilities. Broadband extends those capabilities to every community across the state.

Together, they form a deliberate progression—from trust, to intelligence, to delivery, to reach—enabling a government that is connected, resilient, and citizen-centered by design. Enabled by enterprise interoperability and shared platforms, these pillars function as a unified system—defining the operating architecture of Georgia’s Intelligent State.



I. Cybersecurity | The Shield of Trust

“A trusted, secure, and digitally empowered Georgia—where every resident and organization can innovate, grow, and prosper with confidence.”

Mission

Our mission is to protect Georgia’s digital infrastructure and information assets—ensuring systems are reliable, resilient, and secure while safeguarding citizen identities and supporting efficient government services. Through strong leadership, enterprise collaboration, and proactive risk management, we preserve public trust and enable Georgia’s digital economy to thrive.

Strategic Approach

Georgia is advancing toward a predictive, intelligence-driven cybersecurity model that continuously preempts and mitigates risk. Anchored in Zero Trust principles, the state will verify every user, device, and interaction while strengthening identity, access, and data protections.

By integrating proactive threat hunting as a core enterprise capability, Georgia will move beyond traditional defense to identify and neutralize sophisticated threats before they impact state services.

Cybersecurity will operate as a unified, statewide capability—integrating real-time threat intelligence, continuous incident response, automated response, and coordinated defense across agencies and partners. By leveraging advanced analytics and emerging technologies, Georgia will continuously reduce vulnerabilities and strengthen resilience across the enterprise.

Through enterprise governance, workforce readiness, and cross-sector collaboration, Georgia is building a cyber ecosystem that is resilient by design and prepared for evolving threats, including quantum-era risks.

Phased Strategic Priorities

Near-Term | Strengthen the Foundation

- Sustain and enhance our highly skilled cybersecurity workforce through continuous training, professional development, and retention initiatives.
- Establish a unified, enterprise-wide identity framework to provide secure, seamless access to state resources while safeguarding the digital identities of every Georgian

Mid-Term | Architect for Trust

- Deploy a statewide Zero Trust Architecture to secure systems, improve resilience, enable agile and adaptive government operations.

Long-Term | Advance Predictive Defense and Future Readiness

- Enhance enterprise-wide threat detection, automated response capabilities, and incident coordination.
- Integrate quantum-resistant cryptography and long-term security planning to prepare for emerging technological risks.

Impact for Georgians

Cybersecurity is a foundation for public trust, safety, and economic growth.

- **Service Continuity:** Critical services—ranging from license renewals to emergency response systems—remain secure, reliable, and available 24/7.
- **Identity Protection:** Advanced security measures safeguard personal information entrusted to the state.
- **Economic Resilience:** A secure digital infrastructure fosters innovation, business investment, and job creation across Georgia.
- **Proactive Public Safety:** Early threat detection and coordinated defenses ensure government operations and critical utilities remain resilient.

Enduring Commitment

A secure Georgia is a trusted and thriving Georgia. Through strong enterprise leadership, collaborative partnerships, and forward-looking innovation, we are strengthening a cybersecurity ecosystem that protects today's services and prepares for tomorrow's risks.

Together, we are ensuring Georgia's digital future remains secure, resilient, and supportive of opportunity for all residents, businesses, and communities.

II. Artificial Intelligence | The Experience of Intuition

“Architect the next generation of ethical AI to deliver responsive, high-quality public services for every Georgian.”

Mission

Our mission is to responsibly integrate artificial intelligence into Georgia’s government operations—ensuring that AI technologies are ethical, secure, transparent, and aligned with public values while improving service delivery, strengthening decision-making, and enabling innovation across the enterprise.

Strategic Approach

Georgia is positioning artificial intelligence as a core enterprise capability—enabling more responsive, accessible, and efficient government services through the responsible and transparent use of AI. Built upon trusted, interoperable data and integrated through enterprise platforms, AI will enhance decision-making, streamline operations, and improve service delivery throughout government.

Through a governance-first approach, the state will scale AI responsibly—ensuring transparency, accountability, and human oversight. Emerging technologies will be piloted in secure environments before deployment across agencies, enabling innovation while managing risk.

As adoption expands, AI will be embedded into service delivery and operations—supporting real-time insights, intelligent automation, and more proactive government services. By 2030, Georgia will operate with AI as an integrated enterprise capability, supported by a skilled workforce and strong data stewardship.

Phased Strategic Priorities

Near-Term | Establish Foundations

- Finalize statewide AI governance and ethical frameworks to ensure secure and transparent adoption.

Mid-Term | Expand and Evaluate

- Pilot and scale AI initiatives using synthetic data environments to safely assess impact and equip the workforce to manage AI-enabled systems.
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Long-Term | Enterprise Integration

- Transition toward human-on-the-loop oversight for increasingly autonomous systems and integrate AI agents into organizational practices while maintaining transparency, accountability, and public trust.
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Impact for Georgians

Artificial intelligence enables more responsive, innovative, and efficient government services.

- **Responsive Public Services:** AI-powered tools help citizens access government information and services more quickly and easily.
 - **Smarter Decision-Making:** Advanced analytics and machine learning provide insights that help leaders make informed policy and operational decisions.
 - **Operational Efficiency:** AI-enhanced internal tools streamline processes and allow public servants to focus on higher-value work.
 - **Language Accessibility:** AI-driven translation and accessibility tools ensure that government services are reachable for all Georgians, breaking down language barriers and supporting varied user requirements.
 - **Innovation and Accessibility:** Conversational AI and autonomous agent support create more universal ways for citizens to interact with government services.
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Enduring Commitment

A responsible approach to artificial intelligence strengthens both innovation and public trust. Through ethical governance, advanced capabilities, and strong partnerships, Georgia is integrating AI into its digital ecosystem to improve services, support public servants, and deliver better outcomes for all Georgians.

Together, we are building a more intelligent future for Georgia.

III. Data as an Asset | The Power of Insight

“Transform trusted data into better decisions for a smarter Georgia.”

Mission

Our mission is to steward Georgia’s data as a high-value enterprise asset that serves the public good. We ensure data is accurate, accessible, and used responsibly so that every state action reinforces public trust. By transforming data into clear, actionable insight, we enable informed decision-making, improve service delivery, and support secure, data-driven innovation across the enterprise.

Strategic Approach

Georgia is advancing data as a shared enterprise asset—establishing a next-generation data architecture that enables enterprise interoperability across systems, agencies, and services. Through standardized governance, common data frameworks, and interoperable design, the state ensures information can be securely shared, consistently understood, and effectively used across agencies—supporting integrated services and coordinated decision-making.

This architecture is supported by modern data platforms and analytics capabilities that deliver real-time insight, predictive modeling, and performance measurement at scale. Data is accessible, secure, and actionable—powering operational efficiency, policy development, and AI-enabled innovation across government.

A strong governance and privacy framework ensures data is used responsibly and transparently, reinforcing public trust. At the same time, targeted investment in workforce capability embeds a data-driven culture across government, where decisions at every level are informed by trusted, high-quality insight.

This next-generation data architecture ensures Georgia’s systems operate from a shared foundation of trusted information, enabling seamless life-event-driven services and scalable AI integration.

Phased Strategic Priorities

Near-Term | Establish the Foundation

- Establish a consistent enterprise data inventory and strengthen governance practices.

Mid-Term | Expand Access and Integration

- Improve data sharing, standardization, and analytics capabilities across agencies.

Long-Term | Enable Advanced Insights

- Support predictive analytics and advanced data capabilities to improve decision-making and service delivery.
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Impact for Georgians

- **Precision Decision-Making:** Leaders utilize high-fidelity, trusted data to refine and improve public programs.
 - **Transparency and Accountability:** Standardized governance and accessible analytics promote the responsible stewardship of state resources.
 - **Efficient Services:** Cross-agency data integration eliminates redundancy and improves service delivery for every citizen.
 - **Improved Outcomes:** Data-driven insights enable more responsive services, better targeting of resources, and stronger outcomes for Georgians.
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Enduring Commitment

A data-driven Georgia is a more informed, efficient, and innovative Georgia. Through strong governance, advanced analytics, and responsible AI, we are turning data into action—enabling better decisions today while shaping a more connected and forward-looking digital future.

IV. Technology Services | The Engine of Agility

“Architect a secure, intelligent, and seamless government ecosystem that anticipates citizen needs and ensures universal access for all Georgians.”

Mission

Our mission is to create a unified, secure State Integration Platform (SIP) that connects agencies, partners, and services through a shared API ecosystem. We will architect an intelligent, frictionless government that delivers real-time services, strengthens decision-making, and expands opportunity for all residents.

Strategic Approach

Georgia is advancing a Government-as-a-Platform model that unifies systems, services, and partners into a secure, interoperable ecosystem. Through the State Integration Platform (SIP), the state will enable statewide interoperability—connecting systems, data, and services across agencies through standardized interfaces, shared services, and secure infrastructure.

This approach supports life-event-driven service delivery—eliminating silos and enabling citizens to interact with government through a single, seamless experience. By leveraging cloud-native architecture, APIs, and advanced analytics, Georgia will deliver scalable, adaptive services that respond in real time to citizen needs.

Centralized governance and workforce enablement ensure consistent standards, secure integration, and continuous innovation—positioning the state to rapidly adopt emerging technologies and deliver value at enterprise scale as part of Georgia’s Intelligent State architecture.

Phased Strategic Priorities

Near-Term | Orchestrate the Ecosystem

- Launch the Partner Integration Hub within the SIP to streamline service onboarding.
- Implement a Single Front Door for third-party services, unifying identity and security standards statewide.

Mid-Term | Architect for Elasticity

- Deploy the Elastic Sovereign Cloud (*secure hybrid-cloud platform for rapid agency deployment*) to enable faster, citizen-focused applications.
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- Ensure workload sovereignty, autonomous recovery, and secure partner integration.
- Upskill staff to operate and optimize cloud-native and advanced digital platforms.

Long-Term | Advance Life-Event Government and Innovation

- Deliver a seamless, unified digital experience that eliminates agency silos.
- Integrate emerging technologies and predictive analytics to provide anticipatory services.
- Sustain workforce proficiency in AI, analytics, and next-generation tools to enable innovative service delivery.

Impact for Georgians

- **Frictionless Service Delivery:** Access multiple government services through a single, secure portal.
- **Smarter Decision-Making:** Analytics guide responsive, data-driven governance.
- **Operational Efficiency:** Integrated platforms reduce duplication and streamline workflows.
- **Innovation and Accessibility:** Citizen-focused services and accessibility tools ensure universal access.
- **Predictive Public Service:** Data-driven technologies identify needs and deliver solutions before requests are made.

Enduring Commitment

A unified, intelligent Georgia empowers every resident, business, and partner. Through secure architecture, advanced analytics, ethical AI, and a skilled workforce, we are building a resilient, anticipatory, and life-event-driven government—strengthening trust, expanding opportunity, and ensuring access for all Georgians.

V. Broadband Access | The Reach of Connection

“A fully connected Georgia, where broadband sparks innovation and fuels the future.”

Mission

Our mission is to equip every Georgian with the high-speed connectivity essential for thriving in today’s digital-first world. We view broadband as a foundational pillar that enables access to digital services, data-driven government, and modern technology capabilities across the state. By bridging the connectivity gap, we ensure that every community, from the Blue Ridge Mountains to the Georgia coast, has the infrastructure needed to fully participate in the state’s digital evolution.

Strategic Approach

The state is accelerating the expansion of reliable, high-speed connectivity as the foundation of its digital future. It will prioritize closing connectivity gaps in rural and underserved areas. At the same time, it will build infrastructure that is scalable, reliable, and capable of supporting emerging technologies.

Through coordinated investment and strategic partnerships, Georgia will expand coverage, improve performance, and ensure long-term sustainability of broadband infrastructure statewide. This approach will enable equitable access to digital services, economic opportunity, education, and healthcare.

By establishing universal connectivity, Georgia ensures that every resident and community can fully participate in—and benefit from—the state’s evolving digital ecosystem.

Phased Strategic Priorities

Near-Term | Expand Access and Close Gaps

- Identify and address immediate service gaps in rural and underconnected areas.

Mid-Term | Scale Infrastructure and Capacity

- Accelerate infrastructure expansion to improve coverage, reliability, and performance statewide.
 - Strengthen partnerships to support regional deployment and long-term sustainability.
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Long-Term | Universal Connectivity

- Deliver reliable, high-speed broadband access to all communities across Georgia by 2031.
 - Ensure infrastructure is scalable and resilient to support future technologies and increasing demand.
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Impact for Georgians

- **Expanded Access:** Residents across all regions can reliably access digital services, education, and economic opportunities.
 - **Economic Growth:** Connectivity supports job creation, business development, and innovation in every community.
 - **Improved Quality of Life:** Access to telehealth, education, and government services enhances daily life for individuals and families.
 - **Universal Participation:** All Georgians can engage in the digital economy regardless of geography.
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Enduring Commitment

Expanding broadband access is essential to a connected and resilient Georgia. Through continued investment in reliable infrastructure and a focus on universal access, we are ensuring every community can benefit from digital services and economic opportunity.

Appendix A | Phased Strategic Priorities









The following priorities are phased to ensure that foundational security and connectivity are matured in parallel with our AI and data capabilities, creating a resilient loop of continuous improvement.

STRATEGIC PRIORITIES TO DELIVER GEORGIA'S 2030 ENTERPRISE IT VISION

Strategic Pillar	Near-Term	Mid-Term	Long-Term	Outcome for Georgians
 Cybersecurity	Strengthen workforce capability and readiness	Implement Zero Trust architecture statewide	Advance predictive defense & quantum-ready security	 Secure, reliable services with protected personal data
 Artificial Intelligence	Establish governance & ethical AI framework	Pilot and scale AI with workforce readiness and enablement	Integrate AI with human oversight across enterprise	 Faster, smarter, more accessible services
 Data as an Asset	Standardize data inventory & governance	Expand analytics, catalogs, and data sharing	Enable advanced analytics and data-driven decision-making	 Better decisions, transparency, and efficiency
 Technology Services	Launch the State Integration Platform (SIP) and unified access model	Deploy hybrid cloud & shared services	Deliver seamless, anticipatory government platforms	 Simple, seamless access to government services
 Broadband Access	Eliminate connectivity gaps statewide	Expand infrastructure in underconnected areas	Achieve universal, high-speed connectivity	 Statewide access to digital economy and government services

Appendix B | Strategic Enablers – Investment & Funding

These investments enable Georgia’s Enterprise IT Vision by funding the capabilities, infrastructure, and innovation required across all strategic pillars.

Strategic Investments Supporting Georgia’s 2030 Enterprise IT Strategic Vision		
Investment Area	Purpose	Impact on Strategic Vision
 Technology Empowerment Fund (TEF)	Funds enterprise modernization, cybersecurity, cloud, and AI initiatives.	 Accelerates delivery across cybersecurity, AI, data, and digital service capabilities.
 Enterprise IT Spend (FY25 ~\$1.1B)	Sustains infrastructure, applications, and network operations.	 Ensures reliability, scalability, and continuous innovation.
 Innovation Investments	Supports emerging technologies such as AI, analytics, and automation.	 Enables predictive, adaptive government services.
 Broadband Funding	Expands statewide connectivity infrastructure.	 Ensures access and participation in the digital economy.

Georgia’s Investment | A Commitment to Innovation

Georgia’s commitment to innovation is sustained through deliberate, enterprise-driven investment in the technologies and capabilities that will define the future of government. By prioritizing modernization, cybersecurity, digital infrastructure, and emerging technologies, the state ensures that innovation is continuous, scalable, and aligned with long-term strategic outcomes.

These investments enable Georgia to deliver more efficient, secure, and responsive services—positioning the state to lead in a rapidly evolving digital landscape while lowering costs, increasing accessibility, and expanding opportunity for every Georgian.

Technology Empowerment Fund (TEF)

The Technology Empowerment Fund (TEF) is Georgia’s primary investment vehicle for advancing a unified, secure, and intelligent government. Administered by the Georgia Technology Authority (GTA) and established in law (O.C.G.A. § 50-25-7.1), TEF is governed by a bipartisan steering committee to ensure accountability, transparency, and sustained impact.

TEF accelerates enterprise transformation by funding high-priority initiatives such as the NextGen human resources system, cloud modernization for the Department of Labor, and Board of Regents system upgrades. These investments strengthen cybersecurity, modernize core infrastructure, expand digital connectivity, and enable responsible AI adoption across the enterprise.

By aligning funding with strategic priorities, TEF ensures Georgia can scale innovation, improve service delivery, and deliver measurable value—supporting a government that is adaptive, efficient, and prepared for the future.

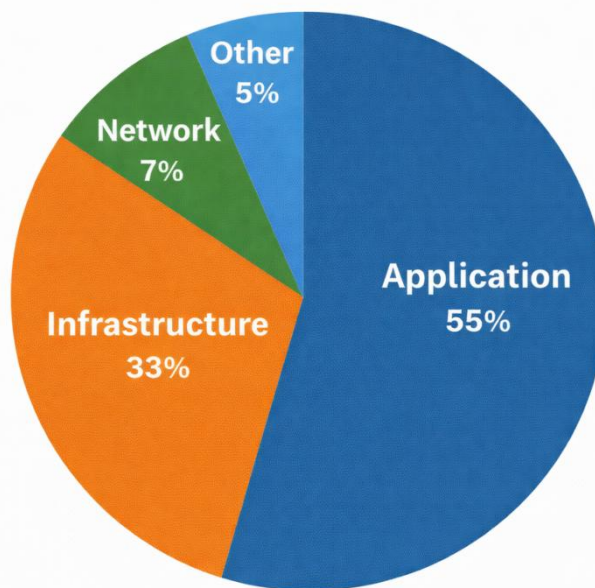
2025 Annual IT Spend

The following graph illustrates the distribution of IT expenditures for fiscal year 2025 across infrastructure, network, application, and other technology investments. It provides a clear view of how resources are allocated to support secure, reliable, and modern government operations.

In FY 2025, participating agencies invested approximately \$1.1 billion in technology. These investments strengthen cybersecurity, support digital service delivery, and advance enterprise modernization across the state.

Together, they reflect Georgia’s continued commitment to a resilient, efficient, and future-ready technology ecosystem that meets the evolving needs of government and its citizens.

FY25 Enterprise IT Spend by Category



Appendix C | Conclusion

Driving Georgia Forward

This 2030 Strategic Vision is more than a technical roadmap; it is a commitment to the citizens of Georgia. By building a unified, intelligent, and secure enterprise, we advance the Governor’s priorities—strengthening rural communities, empowering the workforce, and delivering a business-friendly, accountable government. Guided by an integrated architecture of trust, insight, delivery, and access, Georgia is building an Intelligent State designed to serve every Georgian more effectively.

Through deliberate investment, enterprise collaboration, and responsible innovation, this strategy establishes a foundation for resilience and continuous improvement. By aligning cybersecurity, data, artificial intelligence, platform services, and broadband into a cohesive system, Georgia is transforming how government operates. Together, we are shaping a future where services are seamless, decisions are informed, and opportunity is within reach for every Georgian.
