



2024 – 2026 Strategic Plan

Mission

To enable Rhode Island state government to meet its goals efficiently and effectively by providing strategic leadership in the application of information technology and information management to deliver secure, innovative, and reliable business solutions for our state government partners and the constituents we serve.

About Us

[Rhode Island Division of Enterprise Technology Strategy and Services](#)

[Rhode Island Office of Library and Information Services](#)

Contact Us

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As Guiding Principles, ETSS will:

- Serve in the best interests of our clients.
- Be outcome and user focused.
- Foster strategic and collaborative partnerships with our agency clients.
- Advance enterprise standards and best practices.
- Promote strategic alignment of technology and information management investments across state government.
- Ensure delivery of secure, scalable, and sustainable technology and information management products and services.
- Be transparent in our decisions and operations.
- Enforce efficient and effective technology and information management governance and policy.

2024 – 2026 Goals and Objectives

Office of the Chief Digital & Information Officer: CDO / CIO

Brian Tardiff, *Chief Digital &
Information Officer (CDO/CIO)*

Ramesh Madhavan, *Chief, Vendor
Management Office (VMO)*

Nathan "Nate" Loura, *Chief
Information Security Officer (CISO)*

Meghan Neary, *Chief Financial
Officer (CFO)*

Office of Digital Excellence:ODE

Arulanandan "Arul" Rangaraju,
*Chief, Portfolio and Project
Management (PPMO)*

Office of Information Technology:OIT

Alan Dias, *Chief, Agency &
Enterprise Applications (A&EA)*

Cesar Mendoza, *Chief,
Infrastructure & Operations (I&O)*

Office of Library and Information Services: OLIS

Karen Mellor, *Chief, Office of
Library and Information Services
(OLIS)*

- I. Transform the way Rhode Island state government conducts business.**
 - a. Provide strategic rationalization, consolidation, and modernization of the technology portfolio.
 - b. Place people at the center of our enterprise technology and information management strategies and investments.
 - c. Advise and empower agency clients to make constituent services more efficient and effective through the deployment of modern technology and information management solutions.

- II. Deploy secure, scalable, and sustainable IT products and services.**
 - a. Understand and represent the business needs of our agency clients in the selection and standardization of enterprise products and services.
 - b. Adhere to statutory, policy, and governance requirements when selecting products and services.
 - c. Ensure sustainable staffing and processes are considered in our technology and information management product and service investments.

- III. Transform the ETSS workforce.**
 - a. Invest in the ETSS workforce to effectively secure, deploy, configure, and maintain technology and information management products and services.
 - b. Balance staffing across service delivery, program and project management, continuous process improvement, and strategic initiatives in alignment with organizational needs and administration priorities.
 - c. Cultivate a highly effective and skilled workforce capable of delivering exceptional customer service utilizing internal talent development, managed services, vendors, and contractors.