

# STATE CIO TOP 10 PRIORITIES

Priority Strategies, Management Processes and Solutions for 2023

01



## Cybersecurity and Risk Management:

governance; budget and resource requirements; security frameworks; data protection; training and awareness; insider threats; third-party risk

02



## Digital Government / Digital Services:

framework for digital services; state portals; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy

03



## Workforce:

preparing for the future workforce and reimagining the government workforce; transformation of knowledge, skills and experience; more defined roles for IT asset management, business relationship management, and service integration

04



## Legacy Modernization:

enhancing, renovating, replacing, legacy platforms and applications; business process improvement

05



## Identity and Access Management:

supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards

06



## Cloud Services:

cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security; privacy; procurement

07



## Consolidation/Optimization:

centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing "enterprise" thinking

08



## Data and Information Management:

data governance; data architecture; master data management; open data; sustained access to government data; data portals; enhancing the role of data; information and intelligence, knowledge management; data integration; data management strategy; roles and responsibilities; DataOps

09



## Broadband / Wireless Connectivity:

strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment

10



## Customer Relationship Management:

internal customer service strategies; building customer agency confidence and trust; collaboration; service level agreements (demand planning)

# STATE CIO TOP 10 PRIORITIES

Priority Technologies, Applications and Tools for 2023

01

**Identity and Access Management:** Identity proofing; multi-factor authentication

02

**Legacy Application Modernization/Renovation**

03

**Cloud Solutions:** selection of service and deployment models; cloud migration strategies; cloud architecture

04

**"X" as a Service:** software-as-a-service; infrastructure-as-a-service; platform-as-a-service

05

**Security Enhancement Tools:** CDM, advanced analytics, digital forensics

06

**Artificial Intelligence / Robotic Process Automation:** including chatbots, virtual assistants

07

**Data Analytics:** business intelligence and business analytics; applications; big data

08

**Low Code / No Code Software Development**

09

**Enterprise Resource Planning (ERP)**

10

**Business Process Integration Tools**