A. Priority Strategies, Management Processes and Solutions

Top 10 Final Ranking

1. **Consolidation / Optimization**: centralizing, consolidating services, operations, resources, infrastructure, data centers, communications and marketing "enterprise" thinking, identifying and dealing with barriers

2. **Budget and Cost Control**: managing budget reduction, strategies for savings, reducing or avoiding costs, dealing with inadequate funding and budget constraints

3. **Governance**: improving IT governance, data governance, partnering, inter-jurisdictional collaboration, industry advisory boards, legislative oversight - achieving proper balance, agencies participating as members of a "state enterprise"

4. **Health Care**: the Affordable Care Act, health information and insurance exchanges, health enterprise architecture, assessment, partnering, Implementation, technology solutions, Medicaid Systems (planning, retiring, implementing, purchasing)

5. **Cloud Computing**: scalable and elastic IT-enabled capabilities provided "as a service" using internet technologies; governance, service management, service catalogs, platform, infrastructure, security, privacy, data ownership, vendor management, indemnification, service portfolio management

6. **Security**: risk assessment, governance, budget and resource requirements; security frameworks, data protection, training and awareness, insider threats, third party security practices as outsourcing increases; determining what constitutes "due care" or "reasonable"

7. **Broadband and Connectivity**: strengthening statewide connectivity, public safety wireless network/interoperability, implementing Broadband Technology Opportunities Program (BTOP) grant

8. **Shared Services**: business models, sharing resources, services, infrastructure, independent of organizational structure, service portfolio management, marketing and communications related to organizational transformation

9. **Portal**: maturing state portal, e-government, single view of the customer/citizen, emphasis on citizen interactive self-service, accessibility

10. **Mobile Services/Mobility**: devices, applications, workforce, security, policy issues, support, ownership, communications, wireless infrastructure

B. Priority Technologies, Applications and Tools

Top 10 Final Ranking

1. **Virtualization**: servers, desktop, storage, applications, data center

2. **Legacy application modernization / renovation**

3. **Cloud computing**: software as a service, infrastructure, platform, storage

4. **Mobile workforce technologies**

5. **Networking**: voice and data communications, unified

6. **Enterprise Resource Planning** (ERP)

7. **Identity and access management**

8. **Business Intelligence (BI) and Business Analytics (BA) applications**

9. **Document/Content/Records/E-mail management**: active, repository, archiving, digital preservation

10. **Public Safety Radio Network**