State CIO Top Ten Priorities for 2018
November 2017

Top Ten Strategies, Management Processes and Solutions

1. **Security and Risk Management:** 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”

2. **Cloud Services:** cloud strategy; proper selection of service and deployment models; scalable and elastic IT-enabled capabilities provided "as a service" using internet technologies; governance; service management; service catalogs; platform; infrastructure; security; privacy; data ownership

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

4. **Digital Government:** framework for digital services; portal; improving citizen experience; accessibility; identity management; artificial intelligence; digital assistants; chatbots; crowd sourcing; privacy; security; cross-agency collaboration; cost/benefit analysis

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

6. **Shared Services:** business models; sharing resources; services; infrastructure; independent of organizational structure; service portfolio management; service catalog; marketing and communications related to organizational transformation, transparent charge back rates, utility based service on demand

7. **Broadband/Wireless Connectivity:** strengthening statewide connectivity; implementing broadband technology opportunities

8. **Data Management and Analytics:** data governance; data architecture; strategy; business intelligence; predictive analytics; big data; roles and responsibilities

9. **Enterprise IT Governance:** enterprise IT policy and planning; improving IT governance; partnering; inter-jurisdictional collaboration; industry advisory boards; legislative oversight-achieving proper balance; agencies participating as members of a “state enterprise”

10. **Agile and Incremental Software Delivery:** iterative design and incremental development of software solutions; allows for design modifications, prototyping and addition of new capabilities as part of the development process
Top Ten Technologies, Applications and Tools

1. **Cloud Solutions**: software as a service

2. **Legacy Application Modernization/Renovation**

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

4. **Identity and Access Management**

5. **Business Intelligence (BI) and Business Analytics (BA)**: applications, big data, data analytics

6. **Data Management**: Master Person Index/Master Data Management; information exchanges

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

8. **Disaster Recovery / Business Continuity**

9. **Customer Service/CRM**: technologies and solutions

10. **Networking**: voice and data communications, unified, SDN