



## 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