NAS CIO
Representing Chief Information
Officers of the States

STATE CIO TOP 10 PRIORITIES
2019 Strategies, Management & Process 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

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

3. **Consolidation/Optimization**
centralizing, consolidating services, operations, resources, infrastructure, data centers; communications and marketing "enterprise" thinking

4. **Digital Government**
framework for digital services; portal; improving citizen experience; accessibility; identity management

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

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

7. **Customer Relationship Management**
building customer agency confidence, trust and collaboration; internal customer service strategies; service level agreements

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; agencies participating as members of a "state enterprise"

10. **Identity and Access Management**
access control; authentication; credentialing; digital standards; single sign-on for citizen services; federated solutions

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STATE CIO TOP 10 PRIORITIES
Technologies, Applications and Tools

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

2. **Security Enhancement Tools**
CDM, advanced analytics, digital forensics

3. **Legacy Application Modernization/Renovation**

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

5. **Identity and Access Management**

6. **Collaboration Technologies**
file sharing, document management, workflow, intranet services

7. **Data Management**
Master Person Index/Master Data Management; information exchanges

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

9. **Disaster Recovery / Business Continuity**

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