STATE CIO TOP 10 PRIORITIES
2021 Strategies, Policy Issues and Management Processes

1
Cybersecurity and Risk Management: governance; budget and resource requirements; security frameworks; data protection; training and awareness; insider threats; third party risk

2
Digital Government/Digital Services: framework for digital services; portal; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy

3
Cloud Services: cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security; privacy; procurement

4
Broadband/Wireless Connectivity: strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment

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

6
Data Management and Analytics: data governance; data architecture; strategy; business intelligence; predictive analytics; big data; roles and responsibilities

7
Consolidation/Optimization: centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing "enterprise" thinking

8
Identity and Access Management: supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards

9
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 skills, service integration

10
Customer Relationship Management: internal customer service strategies; building customer agency confidence, trust and collaboration; service level agreements (demand planning)

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CIO Top Ten Priorities
CELEBRATING 15 YEARS

STATE CIO TOP 10 PRIORITIES

2021 Technologies, Applications and Tools

1 **Cloud Solutions**
Software-as-a-service

2 **Legacy Application Modernization/Renovation**

3 **Identity and Access Management**

4 **Artificial Intelligence / Robotic Process Automation**
Chatbots, virtual assistants

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

6 **Data Analytics**
Business Intelligence and business analytics; applications; big data

7 **Remote Work**
Provisioning remote work including software, hardware, cybersecurity, virtual meeting and collaboration capabilities

8 **Enterprise Resource Planning (ERP)**

9 **Collaboration Technologies**
File sharing, document management, workflow, intranet services

10 **Customer Service/CRM**
Technologies and solutions

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