

# STATE CIO TOP 10 PRIORITIES

2022 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

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



4

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



5

**Legacy Modernization:** enhancing, renovating, replacing, legacy platforms and applications; business process improvement



6

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



7

**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



8

**Enterprise Architecture:** governance; formulating, refining or implementing an EA strategy; business architecture; business process modeling; statewide EA program management; federal reference models; whole-government enterprise architecture



9

**Data and Information Management:** data governance; data architecture; master data management; open data; sustained access to government data; data portals; enhancing the role of data; information & intelligence, knowledge management; data integration; data management strategy; roles and responsibilities; dataops



10

**Consolidation/Optimization:** centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing “enterprise” thinking

# STATE CIO TOP 10 PRIORITIES

## 2022 Technologies, Applications and Tools



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



**2 Identity and Access Management:** identity proofing



**3 Legacy Application Modernization/Renovation**



**“X” as a Service:** software-as-a-service; infrastructure as a service; platform as a service



**Artificial Intelligence / Robotic Process Automation:** chatbots; voicebots; virtual assistants



**Security Enhancement Tools:** CDM; advanced analytics; digital forensics



**Data Analytics:** business intelligence and business analytics; applications; big data



**Data Management:** master person index / master data management; information exchanges



**Low Code / No Code Software Development**



**Enterprise Resource Planning (ERP)**



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