<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
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<tbody>
<tr>
<td>01</td>
<td><strong>Cybersecurity and Risk Management:</strong> governance; budget and resource requirements; security frameworks; data protection; training and awareness; insider threats; third-party risk</td>
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<td>02</td>
<td><strong>Digital Government / Digital Services:</strong> framework for digital services; state portals; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy</td>
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<td>03</td>
<td><strong>Workforce:</strong> 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, and service integration</td>
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<td>04</td>
<td><strong>Legacy Modernization:</strong> enhancing, renovating, replacing, legacy platforms and applications; business process improvement</td>
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<tr>
<td>05</td>
<td><strong>Identity and Access Management:</strong> supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards</td>
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<td>06</td>
<td><strong>Cloud Services:</strong> cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security; privacy; procurement</td>
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<td>07</td>
<td><strong>Consolidation/Optimization:</strong> centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing “enterprise” thinking</td>
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<td>08</td>
<td><strong>Data and Information Management:</strong> data governance; data architecture; master data management; open data; sustained access to government data; data portals; enhancing the role of data; information and intelligence, knowledge management; data integration; data management strategy; roles and responsibilities; DataOps</td>
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<td>09</td>
<td><strong>Broadband / Wireless Connectivity:</strong> strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment</td>
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<tr>
<td>10</td>
<td><strong>Customer Relationship Management:</strong> internal customer service strategies; building customer agency confidence and trust; collaboration; service level agreements (demand planning)</td>
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</table>
**STATE CIO TOP 10 PRIORITIES**
Priority Technologies, Applications and Tools for 2023

1. **Identity and Access Management**: Identity proofing; multi-factor authentication
2. **Legacy Application Modernization/Renovation**
3. **Cloud Solutions**: selection of service and deployment models; cloud migration strategies; cloud architecture
4. **“X” as a Service**: software-as-a-service; infrastructure-as-a-service; platform-as-a-service
5. **Security Enhancement Tools**: CDM, advanced analytics, digital forensics
6. **Artificial Intelligence / Robotic Process Automation**: including chatbots, virtual assistants
7. **Data Analytics**: business intelligence and business analytics; applications; big data
8. **Low Code / No Code Software Development**
9. **Enterprise Resource Planning (ERP)**
10. **Business Process Integration Tools**

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