













What's Trending in State and Local Government IT? Your Opportunity to Ask the Executive Directors

STATE CIO TOP 10 PRIORITIES

Priority Strategies, Management Processes and Solutions for 2023

- 01  **Cybersecurity and Risk Management**
- 02  **Digital Government / Digital Services**
- 03  **Workforce**
- 04  **Legacy Modernization**
- 05  **Identity and Access Management**
- 06  **Cloud Services**
- 07  **Consolidation/ Optimization**
- 08  **Data and Information Management**
- 09  **Broadband/ Wireless Connectivity**
- 10  **Customer Relationship Management**

Focus on digital services and transformation: improved **citizen experience**, citizen-centric design, streamlining services, automation, citizen **identity management**

Elevated cyber threats, nation state and criminal attacks; focus on **whole-of-state** cybersecurity resilience. Concerned about ransomware, human error, shadow IT, phishing and fraud.

State IT workforce: recruitment, retention, reforms, reskilling, remote, resignations, retirements. Critical situation with cybersecurity positions

Growing cloud adoption/models; reducing IT diversity and complexity - seeking to “rationalize” the technology environment: hardware, software and services

Trending: broader adoption of business **process automation**, ML/AI, chat bots and low code/no code solutions. Potential for Generative AI, AR/VR and the metaverse?

36 gubernatorial elections in 2022 - **9 new governors**; 1,500 new legislators. 21 CIO transitions in 2023 to date! Impact on progress and continuity of leadership?



Initial findings: 2023 NASCIO-Accenture Cloud Study II

All

states have completed
or are developing a
cloud strategy &
roadmap

Strategy & Planning

Nearly **half** of
respondents agree
that cloud offers
**relevant business
capabilities** for their
organization

The **top areas of
cloud adoption**
include:

- Health services,
- Human services, and
- Employment services
& workforce

Adoption

88%

of state CIO's have
accelerated the
adoption of cloud in all
or some **functional
areas**

Security

remains the **top
consideration** when
looking into cloud
solutions

88%

of state CIO's said
training and skills gaps
are preventing them
from adopting more
cloud services

Reinvention

What's on the Horizon?

Execution of the \$1B S&L Cybersecurity Grant: collaborating with local governments; state shared services to locals; CISA releases Year 2 NOFO

Changing IT workforce: hybrid/remote work environment, skills transformation, workplace adaptation,

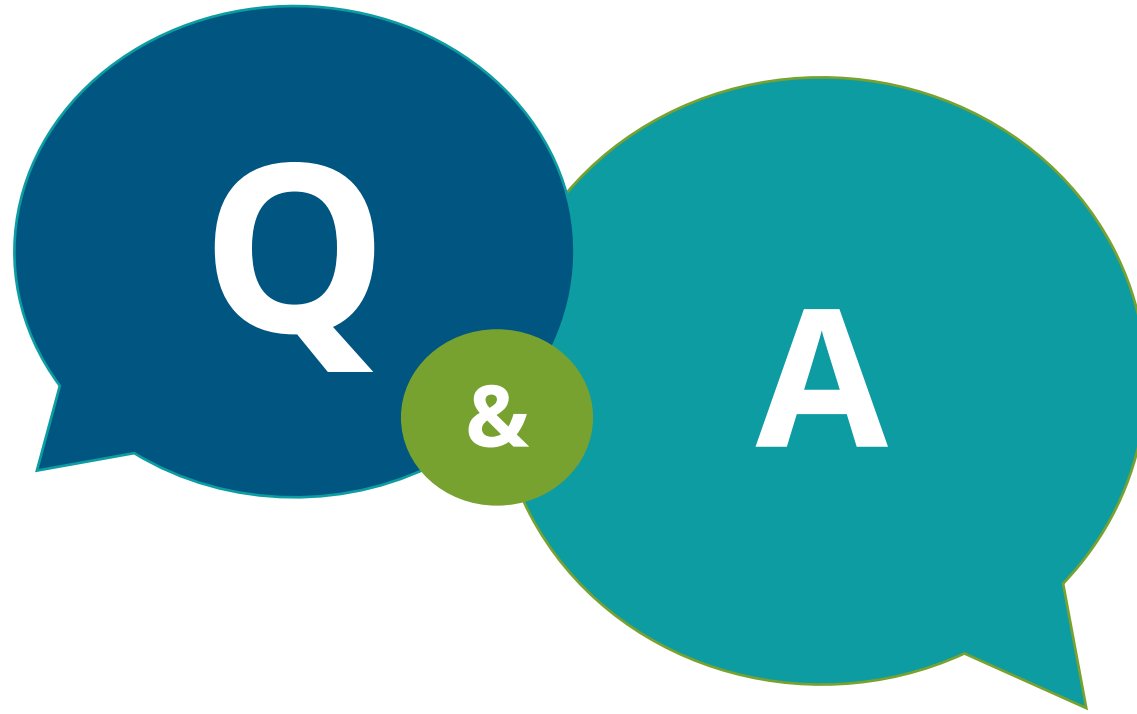
Pressure to improve program integrity: identity verification, anti-fraud solutions, data sharing

Focus on Artificial Intelligence and Generative AI: tremendous promise, governance, guardrails, use cases, legislation

State privacy legislation; State chief privacy officer role growing and evolving

40 states have banned foreign-made technology, application platforms or software due to security concerns. What's next?





Questions?

Ask using the chat feature

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