

2025 State CIO TOP 10 Priorities

Priority Strategies, Management Processes and Solutions

1 CYBERSECURITY AND RISK MANAGEMENT

governance; budget and resource requirements; security frameworks; data protection; training and awareness; insider threats; third-party risk



2 ARTIFICIAL INTELLIGENCE / MACHINE LEARNING / ROBOTIC PROCESS AUTOMATION

adoption; delivery of state services; bots; digital assistants; citizen interaction; policy



3 DIGITAL GOVERNMENT / DIGITAL SERVICES

framework for digital services; portals; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy



4 DATA MANAGEMENT AND ANALYTICS

data governance; data architecture; strategy; business intelligence; predictive analytics; big data; roles and responsibilities



5 LEGACY MODERNIZATION

enhancing, renovating and replacing legacy platforms and applications; business process improvement



6 BUDGET / COST CONTROL / FISCAL MANAGEMENT

managing budget reduction; strategies for savings; reducing or avoiding costs; dealing with inadequate funding or budget constraints



7 IDENTITY AND ACCESS MANAGEMENT

supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards



8 CLOUD SERVICES

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



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; service integration



10 ACCESSIBILITY

ensuring state services, policies, websites, communications, publications, tools, etc. are accessible; ensuring accessibility is considered in the state procurement process; compliance with DOJ rules



2025 Priority Technologies, Applications and Tools

1 ARTIFICIAL INTELLIGENCE / ROBOTIC PROCESS AUTOMATION
including chatbots; virtual assistants

2 LEGACY APPLICATION MODERNIZATION/RENOVATION

3 IDENTITY AND ACCESS MANAGEMENT
identity proofing; multi-factor authentication

4 CLOUD SOLUTIONS
software-as-a-service

5 DATA MANAGEMENT
master person index / master data management;
information exchanges

6 SECURITY ENHANCEMENT TOOLS
continuous diagnostics and mitigation (CDM); advanced
analytics; digital forensics

7 LOW CODE / NO CODE SOFTWARE DEVELOPMENT

8 ENTERPRISE RESOURCE PLANNING (ERP)

9 DATA ANALYTICS
business intelligence and applications; big data

10 AUTOMATED FRAUD DETECTION