



NASCIO State CIO Priority Ranking: Strategies, Management Processes and Solutions November 2006

A. Priority Strategies, Management Processes and Solutions

1. **Security:** Tightening security safeguards, enterprise policies, employee education
2. **Consolidation:** Centralizing, consolidating services, operations, resources, infrastructure
3. **Shared Services:** Sharing resources, services, infrastructure, independent of organizational structure
4. **Cross-boundary:** Establishment of cross-boundary relationships, joined-up government, local government collaboration/cooperative initiatives
5. **Disaster Recovery:** Improving disaster recovery, business continuity planning and readiness
6. **Health Information Technology:** Assessment, partnering, implementation
7. **ERP Strategy:** Acquisition, implementation, upgrade
8. **Project Management:** Project, portfolio review, management
10. **Customer Centric:** Single view of the customer, and emphasis on interactive self service, internal customer service strategies
10. **Federal Mandates:** REAL ID Act, Medicaid, No Child Left Behind, etc.
10. **Service Level Management:** Service Level agreements, ITIL