



State CIO Priorities for 2015

October 30, 2014

A. Priority Strategies, Management Processes and Solutions

Top 10 Final Ranking

1. **Security:** risk assessment, governance, budget and resource requirements, security frameworks, data protection, training and awareness, insider threats, third party security practices as outsourcing increases, determining what constitutes “due care” or “reasonable”
2. **Cloud Services:** cloud strategy, proper selection of service and deployment models, scalable and elastic IT-enabled capabilities provided “as a service” using internet technologies, governance, service management, service catalogs, platform, infrastructure, security, privacy, data ownership
3. **Consolidation/Optimization:** centralizing, consolidating services, operations, resources, infrastructure, data centers, communications and marketing “enterprise” thinking, identifying and dealing with barriers
4. **Broadband/Wireless Connectivity:** strengthening statewide connectivity; implementing broadband technology opportunities
5. **Budget and Cost Control:** managing budget reduction; strategies for savings; reducing or avoiding costs; dealing with inadequate funding and budget constraints
6. **Human Resources/Talent Management:** human capital/IT workforce; workforce reduction; attracting, developing and retaining IT personnel; retirement wave planning; succession planning; support/training, portal for workforce data and trends
7. **Strategic IT Planning:** vision and roadmap for IT, recognition by administration that IT is a strategic capability, integrating and influencing strategic planning and visioning with consideration of future IT innovations, aligning with Governor’s policy agenda
8. **Mobile Services/Mobility/Enterprise Mobility Management:** devices, applications, workforce, security, policy issues, support, ownership, communications, wireless infrastructure, BYOD
9. **Disaster Recovery/Business Continuity:** improving disaster recovery, business continuity planning and readiness, pandemic/epidemic and IT impact, testing
10. **Customer Relationship Management:** building customer agency confidence and collaboration, internal customer service strategies, service level agreements (demand planning)



B. Priority Technologies, Applications and Tools

Top 10 Final Ranking

1. **Cloud Solutions:** software as a service
2. **Legacy Application Modernization/Renovation**
3. **Mobile Workforce:** technologies and solutions
4. **Business Intelligence (BI) and Business Analytics (BA):** applications, big data, data analytics
5. **Disaster Recovery / Business Continuity**
6. **Security Enhancement Tools:** continuous diagnostic monitoring (CDM), digital forensics
7. **Virtualization:** servers, desktop, storage, applications, data center
8. **Data Management:** Master Client Index / Master Data Management; information exchanges (e.g., health, justice, transportation, environmental)
9. **Enterprise Resource Planning (ERP)**
10. **Networking** (voice and data communications, unified)