State CIO Priorities for 2013
November 13, 2012

A. Priority Strategies, Management Processes and Solutions

Top 10 Final Ranking

1. Consolidation / Optimization: centralizing, consolidating services, operations, resources, infrastructure, data centers, communications and marketing "enterprise" thinking, identifying and dealing with barriers

2. Cloud Services: scalable and elastic IT-enabled capabilities provided "as a service" using internet technologies, governance, service management, service catalogs, platform, infrastructure, security, privacy, data ownership, vendor management, indemnification, service portfolio management

3. 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"

4. Mobile Services / Mobility: devices, applications, workforce, security, policy issues, support, ownership, communications, wireless infrastructure, BYOD

5. Budget and Cost Control: managing budget reduction, strategies for savings, reducing or avoiding costs, dealing with inadequate funding and budget constraints

6. Shared Services: business models, sharing resources, services, infrastructure, independent of organizational structure, service portfolio management, service catalog, marketing and communications related to organizational transformation, transparent charge back rates, utility based service on demand

7. Health Care: the Affordable Care Act, health information and insurance exchanges, health enterprise architecture, assessment, partnering, implementation, technology solutions, Medicaid Systems (planning, retiring, implementing, purchasing), eligibility determination

8. Legacy modernization: enhancing, renovating, replacing, legacy platforms and applications, business process improvement

9. Interoperable Nationwide Public Safety Broadband Network: planning, governance, collaboration, defining roles, asset determination

10. Disaster Recovery / Business Continuity: improving disaster recovery, business continuity planning and readiness, pandemic flu / epidemic and IT impact, testing

B. Priority Technologies, Applications and Tools

Top 10 Final Ranking

1. Cloud computing: software as a service, infrastructure, platform, storage
2. Mobile workforce technologies
3. Virtualization: servers, desktop, storage, applications, data center
4. Legacy application modernization / renovation
5. Identity and access management
6. Enterprise Resource Planning (ERP)
7. Security enhancement tools
8. Networking: voice and data communications, unified
9. Business Intelligence (BI) and Business Analytics (BA) applications, Big Data
10. Document/Content/Records/E-mail management: active, repository, archiving, digital preservation