State CIO Priorities for 2012
October 26, 2011

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

3. Governance: improving IT governance, data governance, partnering, inter-jurisdictional collaboration, industry advisory boards, legislative oversight - achieving proper balance, agencies participating as members of a "state enterprise"

4. 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)

5. Cloud Computing: 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

6. 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"

7. Broadband and Connectivity: strengthening statewide connectivity, public safety wireless network/interoperability, implementing Broadband Technology Opportunities Program (BTOP) grant

8. Shared Services: business models, sharing resources, services, infrastructure, independent of organizational structure, service portfolio management, marketing and communications related to organizational transformation

9. Portal: maturing state portal, e-government, single view of the customer/citizen, emphasis on citizen interactive self-service, accessibility

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

B. Priority Technologies, Applications and Tools

Top 10 Final Ranking

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