STATE CIO TOP 10 PRIORITIES
Priority Strategies, Management Processes and Solutions for 2023

01

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

02

Digital Government / Digital Services:
framework for digital services; state portals; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy

03

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, and service integration

04

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

05

Identity and Access Management:
supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards

06

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

07

Consolidation/Optimization:
centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing "enterprise" thinking

08

Data and Information Management:
data governance; data architecture; master data management; open data; sustained access to government data; data portals; enhancing the role of data; information and intelligence, knowledge management; data integration; data management strategy; roles and responsibilities; DataOps

09

Broadband / Wireless Connectivity:
strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment

10

Customer Relationship Management:
internal customer service strategies; building customer agency confidence and trust; collaboration; service level agreements (demand planning)

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Priority Technologies, Applications and Tools for 2023

01 **Identity and Access Management:** Identity proofing; multi-factor authentication

02 **Legacy Application Modernization/Renovation**

03 **Cloud Solutions:** selection of service and deployment models; cloud migration strategies; cloud architecture

04 **"X" as a Service:** software-as-a-service; infrastructure-as-a-service; platform-as-a-service

05 **Security Enhancement Tools:** CDM, advanced analytics, digital forensics

06 **Artificial Intelligence / Robotic Process Automation:** including chatbots, virtual assistants

07 **Data Analytics:** business intelligence and business analytics; applications; big data

08 **Low Code / No Code Software Development**

09 **Enterprise Resource Planning (ERP)**

10 **Business Process Integration Tools**

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