

# 2024 State CIO TOP 10 Priorities

Priority Strategies, Management Processes and Solutions

## 1 CYBERSECURITY AND RISK MANAGEMENT

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



It's a tie!

## DIGITAL GOVERNMENT / DIGITAL SERVICES

framework for digital services; state portals; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy



## 3 ARTIFICIAL INTELLIGENCE / MACHINE LEARNING / ROBOTIC PROCESS AUTOMATION

adoption; delivery of state services; bots; digital assistants; citizen interaction; policy



## 4 LEGACY MODERNIZATION

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



## 5 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



## 6 DATA MANAGEMENT / DATA ANALYTICS

data governance; data architecture; strategy; business intelligence; predictive analytics; big data; roles and responsibilities



## 7 BROADBAND / WIRELESS CONNECTIVITY

strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment



## 8 IDENTITY AND ACCESS MANAGEMENT

supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards



## 9 CLOUD SERVICES

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



## 10 CIO AS BROKER / NEW OPERATING MODEL

building the new state CIO operating model in my state; state CIO as a trusted advisor and the ultimate business relationship manager; collaborating with agencies regarding strategy and operations; effectively managing industry partners



# 2024 Priority Technologies, Applications and Tools

**1 IDENTITY AND ACCESS MANAGEMENT:**  
identity proofing; multi-factor authentication

**2 LEGACY APPLICATION  
MODERNIZATION/RENOVATION**

**3 ARTIFICIAL INTELLIGENCE / ROBOTIC PROCESS  
AUTOMATION:**  
including chatbots, virtual assistants

**4 CLOUD SOLUTIONS:**  
selection of service and deployment models; cloud  
migration strategies; cloud architecture

**5 DATA MANAGEMENT/DATA ANALYTICS**  
master person index/master data management;  
information exchanges

**6 SECURITY ENHANCEMENT TOOLS:**  
CDM, advanced analytics, digital forensics

**7 LOW CODE / NO CODE SOFTWARE DEVELOPMENT**

**8 "X" AS A SERVICE:**  
software-as-a-service; infrastructure-as-a-service;  
platform-as-a-service

**9 ENTERPRISE RESOURCE PLANNING (ERP)**  
cloud strategy; selection of service and deployment models; scalable  
and elastic services; governance; service management; security;  
privacy; procurement

**10 NETWORKING**  
voice and data communications, unified, SDN