State CIO Organizations: Priorities, Trends and Perspectives

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STATE CIO TOP 10 PRIORITIES

Priority Strategies, Management Processes and Solutions for 2023

01 Cybersecurity and Risk Management

02 Digital Government / Digital Services

03 Workforce

04 Legacy Modernization

05 Identity and Access Management

06 Cloud Services

07 Consolidation/Optimization

08 Data and Information Management:

09 Broadband / Wireless Connectivity

10 Customer Relationship Management

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Focus on digital services and transformation: improved citizen experience, citizen-centric design, streamlining services, automation, citizen identity management

Elevated cyber threats, nation state and criminal attacks, benefits fraud; focus on whole-of-state cybersecurity resilience, growth in chief privacy officers

5R challenges of state IT workforce: **r**ecruitment, **r**etention, **r**eskilling, **r**etirements, **r**esignations - a crisis with cybersecurity positions

Pressure to improve program integrity: identity verification, anti-fraud solutions, data sharing

Huge investments in broadband; more granular mapping data for better decisions; addressing affordability issues

How would you describe the current role of the state CIO organization?

80%
Has a voice in state agency strategy and strategic initiatives

71%
Develop, acquire and deliver infrastructure services to state agencies

69%
Ensure IT systems comply with security and regulatory requirements

55%
Drive innovation or modernization programs

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Source: 2022 State CIO Survey

How is the CIO organization moving to deliver services to agencies within the next two years?

56%
Consolidation of infrastructure

54%
Centralization of IT project management and oversight under the CIO organization

48%
Consolidation of services (e.g., help desk, training etc.)

38%
Consolidation of applications

31%
Responsibility for technology procurement within the CIO organization

Modernizing the State CIO Businesss Model

Evolution from owner-operator to CIO as broker

Better understanding of the costs/IT spend, explore hybrid funding models, technology business management

Prioritizing IT and application modernization, accelerated deployment

Cloud migration, X-as-a-Service, managed services

Expanding enterprise project and portfolio management, modernizing service catalogs

Business relationship management with agencies and partners

Rank the top five business processes, practices or investment changes that you believe will continue post COVID-19 pandemic?

#1

Increased attention on digital government services / citizen experience

| #1 in 2021 |
| #3 in 2020 |

#2

Increased priority and investment in legacy modernization

| #5 in 2021 |
| #5 in 2020 |

#3

Investments in broadband expansion / adoption

| #3 in 2021 |
| #4 in 2020 |

#4

Expanded work from home / remote work options

| #2 in 2021 |
| #1 in 2020 |

#5

Expanded use of collaboration platforms / remote meetings

| #4 in 2021 |
| #2 in 2020 |

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