









State CIO Organizations: Priorities, Trends and Perspectives

West Virginia Legislature, Joint Committee on Technology January 10, 2023

Doug Robinson, Executive Director





STATE CIO TOP 10 PRIORITIES

Priority Strategies, Management Processes and Solutions for 2023

01		Cybersecurity and Risk Management
02	L _G	Digital Government / Digital Services
03	\$ \ \$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Workforce
04		Legacy Modernization
05		Identity and Access Management
06	, III,	Cloud Services
07		Consolidation/Optimization
08		Data and Information Management:
09		Broadband / Wireless Connectivity
	A A	



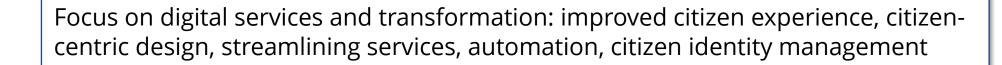












L % (§







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?









Has a voice in state agency strategy and strategic initiatives

Develop, acquire and deliver infrastructure services to state agencies

Ensure IT systems comply with security and regulatory requirements

Drive innovation or modernization programs













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











Consolidation of infrastructure Centralization of IT project management and oversight under the CIO organization

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

Source: 2022 State CIO Survey

Consolidation of applications

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

> > Source: 2022 State CIO Survey



#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











