



State of the States: CIO Priorities and Perspectives

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Fiscal impact of pandemic: state revenues growing, increased or reduced IT spending levels? Impact of American Rescue Plan Act funding for state IT?

CIO as broker business model: evolution from owner-operator to more managed services, outsourcing and multi-supplier initiatives

Elevated cyber threats during pandemic, nation state and criminal attacks, more focus on enterprise cybersecurity models, whole-of-state collaboration, ransomware











Digital government services: user centric design, streamlining experiences, security, automation, citizen IAM

State IT organization transition continues: more consolidation, optimization, hybrid models and unification initiatives



STATE CIO TOP 10 PRIORITIES

2021 Strategies, Policy Issues and Management Processes

-  **1** Cybersecurity and Risk Management → #1 for eight consecutive years. On the top ten list since 2006
-  **2** Digital Government/Digital Services → Steadily moving up the list. COVID-19 impact
-  **3** Cloud Services → Major force of change. In top three since 2013
-  **4** Broadband/Wireless Connectivity → COVID-19 impact. #9 in 2020 - on/off list for a decade
-  **5** Budget, Cost Control, Fiscal Management → COVID-19 impact! On the list since 2009
-  **6** Data Management and Analytics → Holding steady on the list since 2016
-  **7** Consolidation/Optimization → CIO priority each year. Frequently #1 since 2008
-  **8** Identity and Access Management → New to the top ten list. Enables digital services
-  **9** Workforce → Back on the list. COVID-19 priority
-  **10** Customer Relationship Management → Key priority because of business model. Intermittently on the list since 2015



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



Increased attention on digital government services/citizen experience



Expanded work from home/remote work options



Investments in broadband expansion/adoption



Expanded use of collaboration platforms/remote meetings



Increased priority and investment in legacy modernization

6. Expanded cloud services/SaaS deployment

