STATE CIO TOP 10 PRIORITIES

2020 Strategies, Policy Issues and Management Processes

1. **Cybersecurity and Risk Management**
governance; budget and resource requirements; security frameworks; data protection; training and awareness; third party risk

2. **Digital Government**
framework for digital services; portal; improving citizen experience; accessibility; identity management; digital assistants; chat bots

3. **Cloud Services**
cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security

4. **Consolidation/Optimization**
centralizing, consolidating services, operations, resources, infrastructure, data centers; communications and marketing "enterprise" thinking

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

6. **Budget, Cost Control, Fiscal Management**
managing budget reduction; strategies for savings; reducing or avoiding costs; dealing with inadequate funding and budget constraints

7. **Legacy modernization**
enhancing, renovating, replacing, legacy platforms and applications; business process improvement

8. **Data Management and Analytics**
data governance; data architecture; strategy; business intelligence; predictive analytics; big data; roles and responsibilities

9. **Broadband/Wireless Connectivity**
strengthening statewide connectivity; implementing broadband technology opportunities; 5G deployment

10. **Innovation and Transformation through Technology**
drive a culture of innovation; crowd sourcing; communications/collaboration; focus on outcomes

![NASCIO — Representing Chief Information Officers of the States]

STATE CIO TOP 10 PRIORITIES

2020 Technologies, Applications and Tools

1. **Cloud Solutions**
Software as a Service

2. **Legacy Application Modernization/Renovation**

3. **Data Analytics**
Business intelligence and business analytics; applications; big data

4. **Security Enhancement Tools**
CDM, advanced analytics, digital forensics

5. **Identity and Access Management**

6. **Collaboration Technologies**
File sharing, document management, workflow, intranet services

7. **Artificial Intelligence / Robotic Process Automation**

8. **Data Management**
Master Person Index, Master Data Management; information exchanges

9. **Enterprise Resource Planning (ERP)**

10. **Public Safety Radio Network**
FirstNet, LMR and Broadband