CIO Goals for 2024
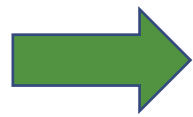
January 2024

Agenda

- Vision

- Mission

- Values

- Industry Goals

- CIO Goals

- 10 Qualities to Improve Reputation

OUR VISION
Secure digital government accessible anytime, anywhere.

OUR MISSION

Partner with County Agencies to support the delivery of services through secure, effective and innovative technology solutions.

OUR VALUES

❖ **Integrity** - We are a culture that is open, honest, ethical, and fair.

❖ **Customer-Centric** - We respect our customers above all else and will strive to provide them with a "wow" experience.

❖ **Innovation** - We thrive on creativity and ingenuity from all levels of the organization and are not afraid to take informed, responsible risk.

❖ **Community** - We strive to help and improve our community by supporting the County's goal to provide Safety Net Services.

❖ **Diversity** - We welcome, respect and honor the diversity of our employees, customers and community.

❖ **Excellence** - We strive for excellence in all we do, encourage friendly competition and hold ourselves accountable to deliver the best technical solutions and services possible.

❖ **Life-Long Learners** - We are continuous learners who are curious and self-motivated to pursue knowledge and keep current in our industry.

❖ **Fun** - We find value in humor and celebrate achievement.

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

Digital Counties Top 10 Priority Results for 2023:

1: Aligned Leadership
2: Citizen/Customer Centric
3: Cybersecurity
4: Data Driven Government
5: IT Investment
6: Resilience
7: Workforce Planning
8: Continuous Innovation
9: Connected Infrastructure
10: Business Process Alignment
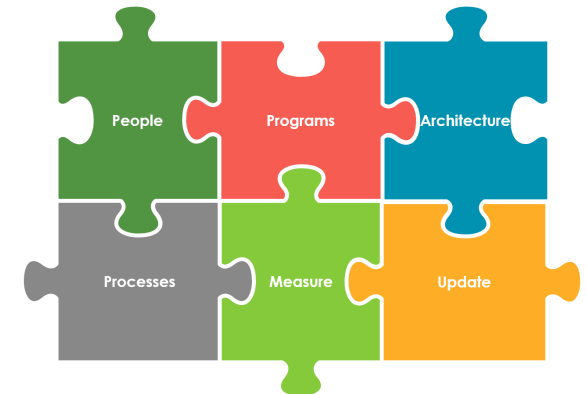
"Strive For Project Excellence"

People
- Embrace the ITD culture of being professional, can-do, progressive and fun
- Focus on retention of our staff through the engagement and development of our entire team
- Create the mindset of project ownership resulting in Project Excellence
- Be continuous learners and keep current on everything technology
- Deliver technology services with a Michelin-star mindset!

Programs
- Be the go-to provider for all technology needs in the County
- Deliver Enterprise Solutions on scope/schedule/budget using the ITD PLC
- Be consistent educators to everyone on everything we do!

Architecture
- Promote AI and other new technologies in automating business processes
- Accelerate modernization of legacy infrastructure and applications as well as following the architectural lifecycle of our systems
- Evangelize Enterprise Architecture as a practice
- Engage with key vendors to understand their roadmap and strategic direction
- Make understanding and managing costs on all new technologies part of Project Excellence
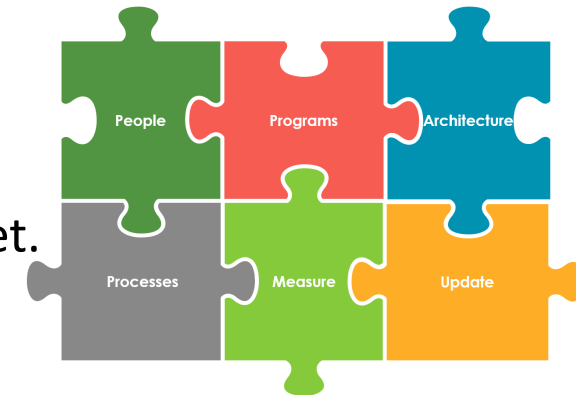
"Strive For Project Excellence"

Processes:
- Educate and consistently use the PLC and agile processes throughout ITD and the County
- Learn and promote the Centralized Technology, Cybersecurity and AI Policies
- Focus on standardizing and operationalizing repeatable processes throughout ITD
- Identify and refine processes for efficiencies and excellence
- Be accountable for your budget, procurement and contract commitments!

Measure
- Identify and implement new measures focused on customer satisfaction
- Use PLC tracking methodology to ensure projects stay on scope/schedule/budget.
- Use data to drive decisioning processes, projects, and operations
- Beat #4 in Digital Counties!

Update
- Hold periodic project, roadmap and portfolio updates with CIO that includes roadmaps, project plans, successes, status, budget, issues and risks.
- Provide proactive updates semi-annually to the Strategic Plan!
- Keep the project excellence SharePoint site current and relevant

Continue Building a Strong Reputation

10 qualities that will improve your personal reputation:

- Do what you say you'll do
- Go out of your way to help others reach their goals
- Make other people look good
- Go a step beyond what is expected
- Look the part
- Consider your body language
- Be consistent
- Act with integrity
- Get engaged with your community
- Be likeable, loveable and/or adorable!