State IT Update:
COVID-19 Response and Recovery

NCSL Cybersecurity Task Force Meeting
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STATE CIO TOP 10 PRIORITIES
2020 Strategies, Policy Issues and Management Processes

1. **Cybersecurity and Risk Management** ← #1 for seven consecutive years. On the top ten list since 2006

2. **Digital Government** ← Steadily moving up the list. #4 in 2019

3. **Cloud Services** ← Major force of change

4. **Consolidation/Optimization** ← CIO priority each year. On the top ten list since 2006

5. **Customer Relationship Management** ← A key issue because of business model. On the list since 2009

6. **Budget, Cost Control, Fiscal Management**

7. **Legacy modernization** ← Back on the list. Last appeared in 2017.

8. **Data Management and Analytics** ← Holding steady on the list since 2016

9. **Broadband/Wireless Connectivity**

10. **Innovation and Transformation through Technology** ← First time on the top ten

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COVID-19

COVID-19 Response and Recovery

Secure remote access; remote workstation deployment

IT infrastructure/systems stability, scaling, configuration
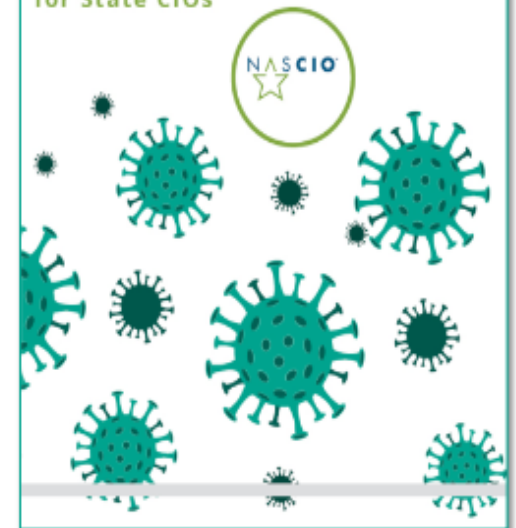
Cybersecurity and risk management

Teleconference/video conferencing/call centers

Corporate partners and the IT supply chain

COVID-19 recovery phase and the Big Return?

COVID -19

Planning and Response Guidance for State CIOs

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State Cyber Issues to Watch

Support and assistance to local governments

Elections security and disinformation

Risk of emerging technologies – AI, IoT, UAS

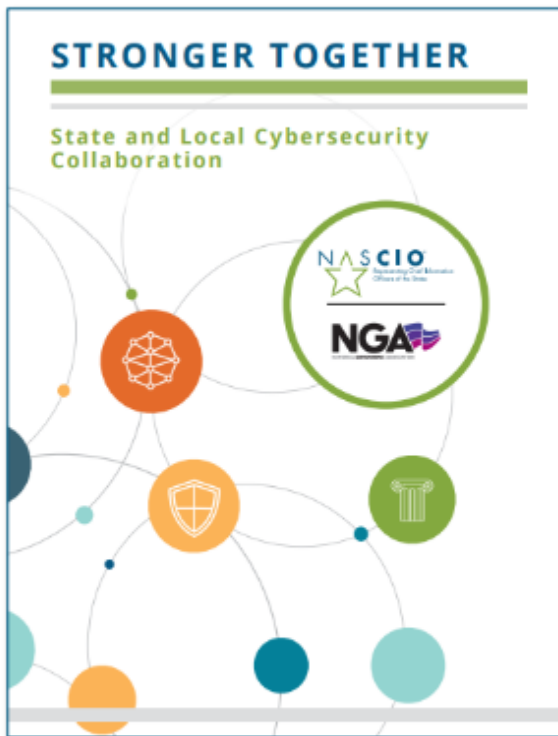Third-party contractor security risks - outsourcing

IT supply chain risks

Public records laws/FOIA exemptions for cyber

Action is Needed Now

STRONGER TOGETHER
State and Local Cybersecurity Collaboration

1) **At the very minimum states should be building relationships with local governments.**
   - Work through state municipal leagues and county associations, with emphasis on local information technology associations.

2) **States should raise awareness of existing services being offered to local governments.**
   - Hold cyber summits
   - Educate stakeholders

3) **States should be exploring cost savings that can be achieved   through including local governments in service contracts.**
   - Consult local governments during the contract planning process solicitation
   - Provide a conduit for discussions about pooling resources among shared risk pools at the local level

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