Updates from FEAPPO to NASCIO Board

- Restructuring / Expanded Role of Delegates Proposal
- Any Votes Requested
Summary of NASCIO Initiatives

Enterprise planning and architecture is intended to be a:

management discipline for establishing strategic intent for state government through appropriate governance and then ensuring that intent is achieved through organization, business processes, and technology.

Proper governance provides the path to ensure effective strategic intent. Enterprise architecture (EA) provides the operating discipline to ensure traceability from strategic business intent to the necessary capabilities that enable that intent.

This approach ensures that state initiatives are aligned with overall strategy and assists state CIOs in making sound decisions for managing information-related assets. NASCIO’s Enterprise Architecture & Governance (EA&G) program is in place to assist state CIOs in effectively applying enterprise architecture discipline and best practices for evaluating, planning, and implementing projects, programs and management initiatives.

NASCIO promotes enterprise architecture as the foundational approach for guiding the transformation of government, visioning and strategy development.
Enterprise Architecture Value Chain

Observe the Contextual Environment
- Fiscal Circumstances
- Macroeconomics
- Customer Expectations
- Customer Behavior
- Regulations
- New Technology
- Competition
- Mandate

Observe the Need or Opportunity (Market)
- SWOT Analysis
- Risks Analysis
- Assumptions
- Policies
- Stakeholders
- Supply / Demand Economics
- Access

Determine Strategic Business Intent
- Decisions
  - Mission
  - Vision
  - Goals
  - Objectives
  - Strategies
  - Performance

Enable Strategic Business Intent
- Business Relationships
- Processes
- Information
- Organizations
- Value Chains
- Management
- Initiatives
- Analytics / Six Sigma
- Balanced Scorecard
- Geospatial Capabilities
- Records Management
- Security

Capabilities
Summary of NASCIO Initiatives

• Reports
• Webinars
• Conference Sessions
• Special Projects

Publications are available at www.NASCIO.org
Best source for staying up to date on NASCIO: https://www.nascio.org/NewsRoom
NASCIO 2018 and 2019 EA Initiatives

Multisourcing

Software Related Business Risk

Data Management

Blockchain

Agile
Four Forces of Government Change

**Political Forces**
- Executive support
- Legislative support
- Budget demands
- Election cycle timing
- Policy changes
- Supplier political strength

**Customer Forces**
- Customer maturity
- Transparency, effectiveness, and sustainability of current services
- Currency of services
- Internal expertise
- Workforce status

**Market Forces**
- New service availability
- Supplier effectiveness
- Internal capabilities
- Service offerings
- Consumption models
- Client/supplier understanding

**Inertial Forces**
- Organizational design
- Procurement practices
- Delivery processes
- Legislative processes
- Governance bodies
- Resistance to change
- Demographics

**Change Principles**
- Decisions are made with the citizen in mind
- Sustainable learning environment that can adapt
- Can balance enterprise and agency interests
- Effective use of taxpayer dollars
Hypothesis

• Customer, political, market and inertial forces are moving state government CIOs towards a "brokerage of services" delivery model. A "Brokerage" model allows the CIO the ability to respond to customer needs, keep pace with market demands, leverage new technology models and engage across stakeholder groups. The evolving demands on the role require a framework to help a CIO lead and manage change within a political environment, and to help stakeholders understand the CIO leadership role.
The 2015 NASCIO Annual CIO Survey presents that 85% of state CIOs see themselves as a “broker” of services, delivering solutions that must integrate multiple offerings, platforms, suppliers and the CIO’s own internal organization.
2018 State CIO Survey

How does your state CIO organization plan to deliver or obtain IT services over the next three years (e.g., server and platform administration, backup, storage, software and hardware maintenance, network management and service desk management)?

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Introduce</th>
<th>Maintain</th>
<th>Expand</th>
<th>Downsize</th>
</tr>
</thead>
<tbody>
<tr>
<td>State-owned-and-operated data center(s)</td>
<td>0%</td>
<td>35%</td>
<td>14%</td>
<td>52%</td>
</tr>
<tr>
<td>Outsourcing service model</td>
<td>15%</td>
<td>26%</td>
<td>57%</td>
<td>2%</td>
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<tr>
<td>Managed services model</td>
<td>10%</td>
<td>23%</td>
<td>65%</td>
<td>2%</td>
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<tr>
<td>IT shared services model</td>
<td>0%</td>
<td>22%</td>
<td>75%</td>
<td>2%</td>
</tr>
<tr>
<td>&quot;As-a-service&quot; models (e.g., SaaS, PaaS, IaaS, etc.)</td>
<td>14%</td>
<td>12%</td>
<td>75%</td>
<td>0%</td>
</tr>
<tr>
<td>State IT staff</td>
<td>0%</td>
<td>69%</td>
<td>10%</td>
<td>22%</td>
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</tbody>
</table>

What are the three strategic or operational issues that are driving the increase in the use of brokered services?

- 53% Cost effectiveness
- 45% Modern capabilities
- 43% Quality of services
- 43% Business outcomes
- 37% Access to qualified resources and services
- 35% Flexibility
- 27% Transition to digital government
- 16% Current funding or recovery model inhibits investment
- 2% Other

“CIO as a broker is the future, that’s where the private sector has gone and now the public sector will follow.”
<table>
<thead>
<tr>
<th></th>
<th>Top Ten: State CIO Priorities for 2018</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Security</td>
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<td>2.</td>
<td>Cloud Services</td>
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<td>3.</td>
<td>Consolidation/Optimization</td>
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<td>4.</td>
<td>Digital Government</td>
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<td>5.</td>
<td>Budget and Cost Control</td>
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<td>6.</td>
<td>Shared Services</td>
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<td>7.</td>
<td>Broadband/Wireless Connectivity</td>
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<td>8.</td>
<td>Data Management and Analytics</td>
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<td>9.</td>
<td>Enterprise IT Governance</td>
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<tr>
<td>10.</td>
<td>Agile and Incremental Software Delivery</td>
</tr>
</tbody>
</table>

Source: NASCIO State CIO Ballot, November 2017

Source: State of Utah
2018 Top Policy Issues

- Net Neutrality
- Privacy
- Surveillance
- Artificial Intelligence
- Capital budgets vs. Operations Budgets
- IT Modernization
- Rural Broadband
- FirstNet
- Autonomous vehicles

Source: Dr. Alan Shark, January 2018
Questions
Thank You!

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