PRIORITIES FOR STRATEGY, POLICY, AND MANAGEMENT PROCESSES

Each year, State Workforce Agency CIOs participate in a survey identifying their top priorities and initiatives for the upcoming year. With states focusing on improved customer experiences and system updates, digital government and legacy modernization have risen to the forefront as their top priorities. However, post-pandemic recovery has underscored budgetary constraints as a central challenge and a critical focus area to support these priorities.

1 DIGITAL GOVERNMENT

Digital services • Improving citizen experience • Accessibility • Digital assistants • Cross-agency collaboration • Responsive design • Privacy

2 BUDGET, COST CONTROL, FISCAL MANAGEMENT

Managing budget reduction • Savings • Reducing or avoiding costs • Inadequate funding

3 LEGACY MODERNIZATION

Platforms • Applications • Enhancing • Replacing • Business process improvement

4 DATA & INFORMATION MANAGEMENT

Governance • Architecture • Open data • Data portals • Knowledge management • Data integration • Data strategy • Data warehouse • Reporting • Data sharing • Intelligence

5 IDENTITY & ACCESS MANAGEMENT

Supporting citizen digital services • Workforce access • Access control • Authentication • Credentialing • Digital standards

6 AGILE AND INCREMENTAL SOFTWARE DELIVERY

Iterative design • Incremental development • Software solutions • Design modifications, prototyping new capabilities process

7 STAFFING

Recruitment • Retention • Augmentation • Training • Organizational management

8 CYBERSECURITY AND RISK MANAGEMENT

Governance • Security frameworks • Data protection • Training • Insider threats • Third party security practices • De-identification • ID verification

9 CLOUD SERVICES

Cloud strategy • Selection and deployment models • Scalable and elastic • "As a service" • Governance • Security • Privacy • Data ownership • Multi-cloud ecosystem • Audit compliance

10 ENTERPRISE ARCHITECTURE

Governance • Formulating, refining, or implementing an EA strategy • Business architecture • Business process modeling • Standardization

PRIORITIES FOR TOOL DEVELOPMENT AND FUTURE PLANNING

1. FRAUD DETECTION, IDENTITY VERIFICATION, AND ACCESS MANAGEMENT

2. DATA ANALYTICS

3. "X" AS A SERVICE

4. COLLABORATION TECHNOLOGIES

5. BUSINESS PROCESS INTEGRATION

6. CUSTOMER SERVICE/CRM

7. AUTOMATION

8. ARTIFICIAL INTELLIGENCE, INCLUDING GENERATIVE AI

9. LOW CODE/NO CODE SOFTWARE DEVELOPMENT

10. SECURITY ENHANCEMENT TOOLS

FOCUSED STATE TECHNOLOGY INITIATIVES FOR 2023-2024

State workforce agencies are responsible for supporting workforce and unemployment insurance programs, each with their unique IT systems and priorities. States were asked about their top technology initiative in each program for the coming year. This year, states are focused on modernizing both systems. States are often at different stages of modernizing, however, it is important to note that modernization is a continuous process, especially with emerging technologies and meeting the needs and challenges of a changing world.

WORKFORCE TECHNOLOGY INITIATIVES

- Replacing/Modernizing Case Management System, including system integrations

UNEMPLOYMENT INSURANCE TECHNOLOGY INITIATIVES

- UI IT Modernization, Integrations, and Improvements/ Maintenance

ABOUT

A work product of the NASWA Technology Committee, this document is a summary of an annual survey that identifies key technology policy and priorities for State Workforce Agencies informing the Committee's activities, conference sessions, and publications. Notably, it represents the perspectives of individual state agencies, and does not reflect formal NASWA policy.

CONTACT

JOHN QUICHOCHO, Product Manager
UI IT Support Center
jquichocho@naswa.org

AMY HILTUNEN, Director
Workforce IT Support Center
ahiltunen@naswa.org