

## CIO Hot Issues for 2010

Meeting the ever-increasing demand for technology services with a diminishing pool of resources is the continuing challenge facing city and county government chief information officers (CIOs) across America, according to the Metropolitan Information Exchange (MIX).

MIX, a national organization of city and county government chief information officers and key technology executives, released its **Top Ten CIO Issues for 2010**. Topping this year's list is managing demand and client expectations as CIOs seek better ways to manage both planned and unexpected demand for technology services. Consolidation, cloud services, virtual desktop environments, productivity and innovation, budget reductions, mobile devices and applications, online public access, maintenance and licensing fees and project portfolio management round out the technology experts' Top Ten Issues.

"These topics demonstrate how Public CIOs are responding to the economic challenges of recent years, leveraging process, people, and technology to sustain and improve citizen services," says Bill Schrier, MIX President and CTO of the City of Seattle. "Innovative, forward-thinking city and county governments are hastening the adoption of technology during these difficult times."

The Top Ten issues compiled by MIX members are:

### **1. Managing Demand and Client Expectations**

Successful IT organizations must continually evolve to meet the demands of the business. CIOs are seeking better ways to proactively manage both planned and unplanned demand, and to better avoid over-committing and under-delivering.

### **2. IT Consolidation**

IT consolidation is definitely a "hot button" issue, but when does consolidation work within government and when should it be avoided? CIOs are interested in exploring the consolidation topic, looking at economies of scale and opportunities to share IT services and costs both within and across jurisdictional boundaries.

### **3. The "Cloud"**

Cloud services are hosted services delivered over the Internet which are sold on demand, are flexible, and fully managed by a provider. As technology budgets contract, cloud services are being closely reviewed by CIOs as potential cost-saving alternatives to do-it-yourself technology. How secure is government data in the cloud environment? Could adopting cloud services address short-term economic challenges, or lead to unmanageable IT costs in the future? Does the cloud provide a means to focus the internal expertise on government innovation?

### **4. Desktop Management and Virtualization**

Managing a huge, diverse fleet of PCs can be challenging at best. Constant upgrades to PC hardware, applications and operating systems make the governance and decision process complex. Is the thin client computing model a viable way to deal with the desktop computing model's shortcomings? Can a virtualized desktop

environment based on thin clients decrease support and maintenance costs? What are the potential risks and pitfalls?

## 5. IT Solutions Productivity

Innovation and technology go hand in hand. As CIOs are charged with maintaining current IT solutions, working towards innovation sometimes takes a backseat. Looking for ways to increase productivity of current IT solutions so more time can be dedicated to innovation is the focus of today's CIOs.

## 6. Technology Funding and Budget Reductions

CIOs are constantly challenged to reduce budgets while still providing the technology services government needs in order to deliver citizen services.

## 7. Mobile Applications and Devices

The mix of roving hardware IT must now lock down extends beyond smart phones, netbooks, and tablets. CIOs are challenged to modify security policies to specially address mobile devices and operating procedures as well as support business needs for mobile application development.

## 8. Government 2.0

CIOs are interested in capitalizing on technologies to improve public engagement. Making government information more readily available online to citizens further fosters transparency while enabling citizen participation facilitates the democratic process.

## 9. Lowering Ongoing Maintenance and Licensing Cost

Maintenance and licensing fees can consume a large portion of the IT budget. CIOs are taking a long, hard look at existing IT contracts. Are opportunities available for possible collaboration/consortium pricing? Can independent third parties provide application or hardware support at a lower cost?

## 10. Project Portfolio Management

Ensuring the correct portfolio mix of projects is occurring at any time can help ensure success. How best can CIOs prioritize and sequence the development and utilization of IT assets?

MIX members will meet in Raleigh, NC in September for their annual conference where they will discuss these CIO hot issues as well as other critical issues affecting their organizations. The conference allows members to give presentations and to conduct lively interactive discussions with organization panelists and technical experts.

MIX is a registered non-profit organization dedicated to the free exchange of information relating to local government information technology issues. More information about MIX is available at: [www.mixnet.org](http://www.mixnet.org) .

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