

STATE WORKFORCE CIOs 2024-2025 TOP PRIORITIES & INITIATIVES

Priorities for Strategy, Policy, and Management Processes

Each year, State Workforce Agency CIOs participate in a survey to identify their top priorities and initiatives for the coming year. Cybersecurity remains the highest priority, reflecting its critical importance to protecting state systems and data. New additions to the top 10 priorities include Accessibility, Artificial Intelligence, and Digital Literacy, with AI quickly rising to the #2 spot as states explore its potential in the workforce arena.

1  **CYBERSECURITY AND RISK MANAGEMENT**

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

6  **CLOUD SERVICES**

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

2  **AI / MACHINE LEARNING / ROBOTIC PROCESS AUTOMATION**

Adoption • Delivery of services • Bots • Digital Assistants • Citizen interaction • Policy • Data management and privacy

7  **ACCESSIBILITY**

Services, policies, websites, tools, etc. are accessible • Support digital equity and increased access to employment and training opportunities.

3  **DIGITAL GOVERNMENT**


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

8  **AGILE AND INCREMENTAL SOFTWARE DELIVERY**

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

4  **BUDGET, COST CONTROL, FISCAL MANAGEMENT**

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

9  **CONSOLIDATION / OPTIMIZATION**

Consolidating services, operations, resources, infrastructure, data centers • Identifying and dealing with barriers, compliance with federal regulations

5  **DATA AND INFORMATION MANAGEMENT**

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

10  **DATA LITERACY**

Building data literacy programs • Continuing to mature data literacy among employees and customers

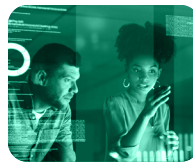
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Priorities for Tool Development and Future Planning

1. Fraud Detection, ID Verification
2. Artificial Intelligence
3. Business Process Integration Tools
4. Data Analytics
5. Automation
6. Customer Service/CRM
7. Collaboration Technologies
8. "X" as a Service
9. Security Enhancement Tools
10. Low Code/No Code Software Development

Focused State Technology Initiatives for 2024-2025

State workforce agencies play a vital role in supporting workforce and unemployment insurance programs, each with distinct IT systems and priorities. When asked about their top technology initiatives in each program for the upcoming year, states highlighted a focus on modernizing both systems. Although states are at various stages in this process, modernization is an ongoing journey, particularly as new technologies emerge and the need to address evolving challenges in a dynamic world grows.



WORKFORCE

Replacing/Modernizing Case Management System, including system integrations



UNEMPLOYMENT INSURANCE

UI IT Modernization, Integrations, and Improvements/Maintenance

About

This document, produced by the NASWA Technology Committee, summarizes an annual survey that highlights key technology policies and priorities for State Workforce Agencies. The insights gathered help shape the Committee's activities, conference sessions, and publications. It reflects the viewpoints of individual state agencies and does not represent formal NASWA policy.

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