

# The Public Sector CIO Leadership Challenge

PREPARED FOR



# My Personal Journey

- ✓ Ford Motor Company
- ✓ Electronic Data Systems/General Motors
- ✓ State of Michigan CIO
- ✓ State of California CIO
- ✓ Department of Defense CIO
- ✓ Meridian Health Plan CIO



# The Traditional CIO Role – New pressures

- ✓ Maintain and modernize technology infrastructure
- ✓ Modernize applications
- ✓ Secure and protect critical data

# The CIO Role is Changing

- ✓ Introduce Innovation
- ✓ Become the “go-to” technology partner
- ✓ Lead the move to Digital Government
- ✓ Grow the IT organization

# How are CIO's facing this challenge?

- ✓ Maintain and modernize technology infrastructure
  - ✓ Keeping the lights on was the priority
  - ✓ Consolidation used to be the hot topic
  - ✓ New models and technologies are emerging
  - ✓ Prepare for rapid technology change is the driver

# How are CIO's facing this challenge?

- ✓ Modernize applications
  - ✓ Legacy modernization is still a priority
  - ✓ Modernize applications to prepare for greater citizen facing services
  - ✓ Do it quickly through agile approaches
  - ✓ Requires new skills from technical to contracting

# How are CIO's facing this challenge?

- ✓ Secure and protect critical data
  - ✓ Moving beyond protection of the perimeter
  - ✓ Identity Management
    - ✓ Government employees
    - ✓ Citizens
- ✓ Cloud security increases complexity

# How is the CIO Role Changing?

- ✓ Introduce Innovation
  - ✓ Every buzzword is coming – IoT, blockchain, AI, ML, .....
  - ✓ Customers are more tech savvy
  - ✓ Control of technology is a partnership
  - ✓ Technology partners become essential



# How is the CIO Role Changing?

- ✓ Become the “go-to” technology partner
  - ✓ Develop and maintain relationships with leaders and peers at the agency and department level
  - ✓ The response to new ideas can't be 'no' but 'how'
  - ✓ Have a “seat at the table”

# How is the CIO Role Changing?

- ✓ Lead the move to Digital Government
  - ✓ Begins with strong partnerships
  - ✓ CIO becomes the facilitator between the business and technology
  - ✓ CIO becomes enterprise process leader

# The New CIO Leader

- ✓ Grow the IT Organization
  - ✓ Grow the talent in the organization
  - ✓ Bring in new skills and talents
  - ✓ Grow the next generation of IT leaders
  - ✓ Starting with today's organization.....

# What are the technology challenges facing the CIO's today?

- ✓ Citizen Centric Services
  - ✓ Citizen identification and customization
  - ✓ Broad range of devices
- ✓ Infrastructure Pressures
  - ✓ Data storage and analysis for results
  - ✓ Hybrid environments
  - ✓ Future of the data centers

# What are the technology challenges facing the CIO's today?

- ✓ Growth of Artificial Intelligence
  - ✓ Opportunity for efficiencies?
- ✓ Buzzword Technologies
  - ✓ Block chain
  - ✓ Edge Computing
  - ✓ .....

# The CIO Leadership Challenge – The Role of GIS

- ✓ Every CIO Role has embraced GIS
  - ✓ Creating State GIO
  - ✓ Requiring cross jurisdictional GIS Data Sharing
  - ✓ Mandating GIO Coding across applications
  - ✓ Applying GIS to broadband expansion

# The CIO Leadership Challenge – The Role of GIS

- ✓ At a Federal Level
  - ✓ Protecting GIS at the National PNT Committee
  - ✓ Ensuring continued DoD Support
  - ✓ Ensuring protection of GIS spectrum
  - ✓ Continued GIS Support for FirstNet
    - ✓ (Thank you to ESRI)

# The CIO Role in Leading Innovation through GIS

- ✓ Innovation is often in the application of our best technologies
- ✓ It doesn't always require invention
- ✓ Government's role is to serve citizens – where they are, where they live



# Thank you!

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