



The Mobility Agenda: *Trends and Issues in State Government*

Global Justice Advisory Committee
April 11, 2012

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National Association of State Chief Information Officers

- ✓ **Fiscal recovery** uneven, slow revenue growth, budgets are better, federal deficit reduction impact?
- ✓ CIOs seeking IT operational **cost savings** and alternative IT sourcing strategies
- ✓ Opportunities for change and **innovation**
- ✓ Living with the past - modernizing the **legacy**
- ✓ IT security and **risk!** Game has changed
- ✓ IT **workforce**: retirement wave, skills, recruiting
- ✓ State CIO positions – major churn

State IT Landscape Today



By the Numbers: Mobile Explosion in the U.S.

- **Wireless Subscriber Subscriptions.....323 M**
- **Wireless Only Households.....32%**
- **Data Traffic on Wireless Up.....111%**
- **Data Capable Mobile Devices.....278 M**
- **Smartphone Users.....100 M**
- **Tablet Penetration – Adults.....11%**
- **E-911 Calls/Day by Mobile.....400K**



Source: CITA, FCC TIA, 2012

Mobility: CIO Priorities, Trends and Perspectives

“We need to provide greater access to state data, and mobile device usage represents a more common access point than traditional computing technologies for the general public.”



State CIO Priorities for 2012

- 1. Consolidation / Optimization:** consolidating infrastructure and services, centralizing
- 2. Budget and Cost Control:** managing budget reduction, strategies for savings
- 3. Governance:** improving IT governance, authority, data governance, partnering, collaboration
- 4. Health Care:** Affordable Care Act, health information and insurance exchanges, architecture, partnering, implementation, technology solutions, Medicaid systems
- 5. Cloud Computing:** governance, service management, service catalogs, platform, infrastructure, security, privacy, data ownership, legal issues, vendor management
- 6. Security:** risk assessment, governance, budget and resource requirements; security frameworks, data protection, training and awareness, insider threats, third party security
- 7. Broadband and Connectivity:** strengthening statewide connectivity, public safety wireless network/interoperability, implementing BTOP grant
- 8. Shared Services:** business models, sharing resources, services, infrastructure, independent of organizational structure, service portfolio management
- 9. Portal:** maturing state portal, e-government, single view of the customer/citizen, emphasis on citizen interactive self-service, mobile apps, accessibility
- 10. Mobile Services/Mobility:** devices, applications, workforce, security, policy issues, support, ownership, communications, wireless infrastructure

Source: NASCIO State CIO Survey, October 2011

State CIO Priorities for 2012

IT Applications and Tools

1. **Virtualization:** servers, desktop, storage, applications, data center
2. **Legacy application modernization/renovation**
3. **Cloud computing:** software as a service, infrastructure, platform, storage
4. **Mobile workforce technologies**
5. **Networking:** voice and data communications, unified
6. **Enterprise Resource Planning (ERP)**
7. **Identity and access management:** digital credentials, federation, standards
8. **Business Intelligence (BI) and Business Analytics (BA) applications**
9. **Document/Content/Records/E-mail management:** active, digital archiving
10. **Public Safety Radio Network**

Source: NASCIO State CIO Survey, October 2011

State CIOs - The Pain Points

IT Governance:
what works?

Reducing the
“number of
kinds”

IT procurement
modernization

Recruit and
retain IT staff

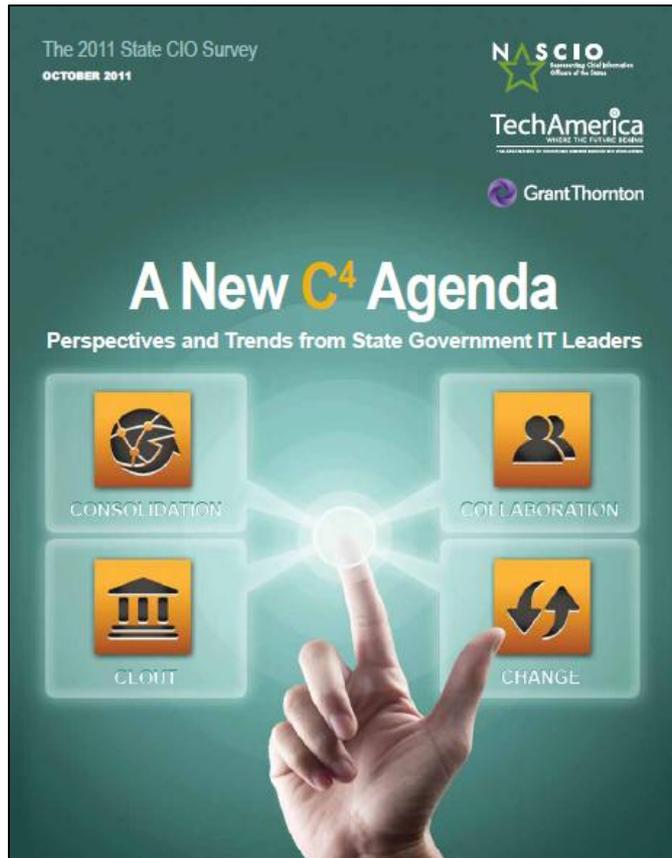
Information
sharing/data
exchanges

Managing mobile
devices, BYOD

Growth of born
digital content

Impact of
reduced federal
funding?

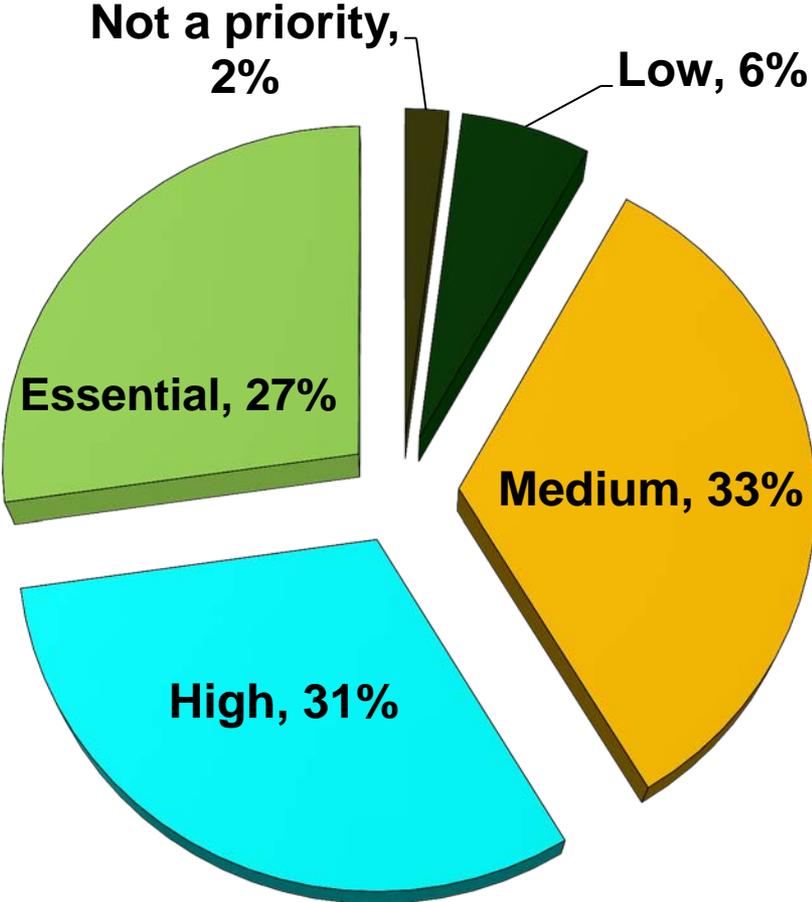
State CIO Survey Highlights



- Budgets continue to drive action
- CIO roles are changing
- Consolidation has broad appeal
- Health care cannot be ignored
- **Mobility...on the move**

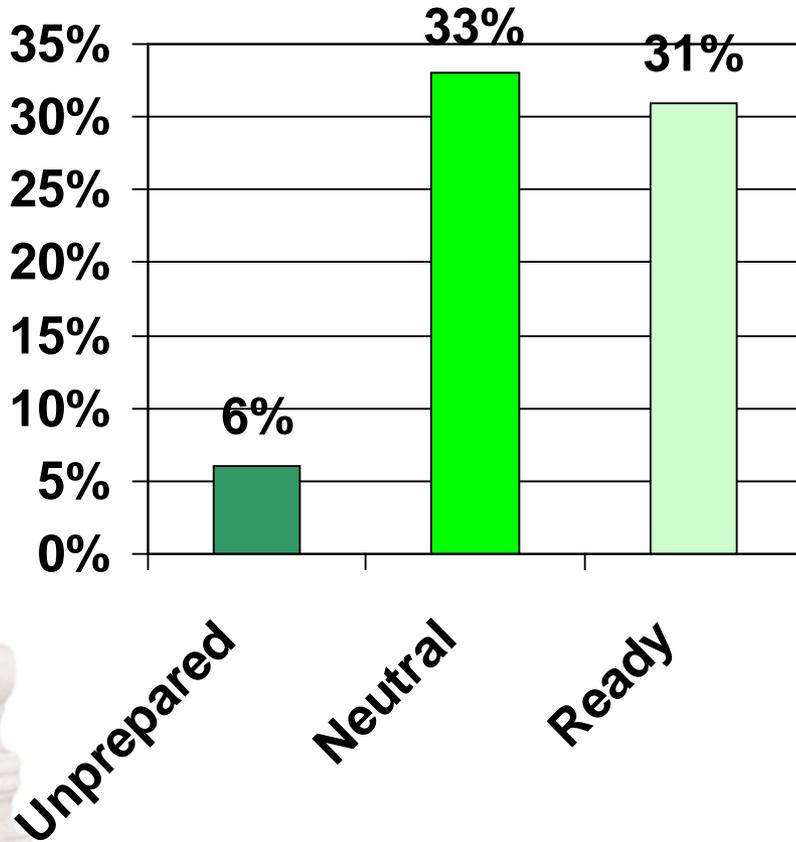
Source: NASCIO-TechAmerica –Grant Thornton LLP 2011 State CIO Survey, October 2011

Mobility = State CIO Strategic Priority

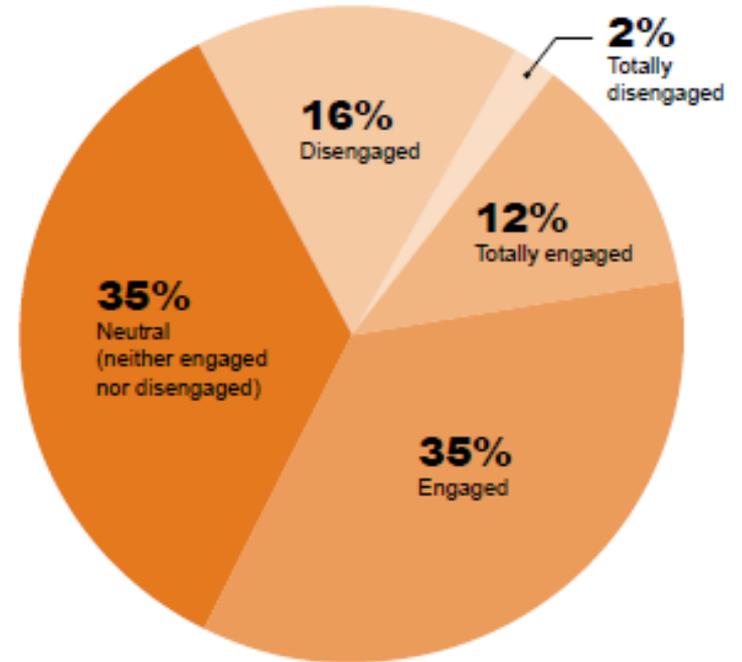


Source: NASCIO-TechAmerica –Grant Thornton LLP 2011 State CIO Survey, October 2011

CIOs readiness to deploy & support mobile devices & apps



CIOs opinion of their states' level of engagement with citizen-facing apps



Source: NASCIO-TechAmerica-Grant Thornton LLP 2011 State CIO Survey, October 2011

Governments Embrace Mobility for Remote Data Access and Service Delivery

- Mobile data access to systems
- Field inspection: roads, bridges, tanks, vehicles, etc.
- Utility services
- Case management for human services
- Live traffic and road conditions
- eCitations, accident reports
- Building inspection, code enforcement
- Health inspections
- Agricultural inspections
- Fish and wildlife tracking
- Environmental monitoring
- Mobile payment solutions
- Data capture in the field for GIS
- Remote photo/video capture
- System monitoring, telemetry

The Need: robust wireless broadband network for public services

The Opportunity: leveraging a nationwide LTE network for public safety

Arkansas Mobile Portal

- Arkansas.gov will automatically detect mobile devices and send them to the mobile optimized site
- Optimized for effective display on all mobile devices
- Buttons and clickable areas were designed according to mobile best practices
- Clickable/tap able areas are large and easy to use
- Frequently used menu options are highlighted at top
- Search box is prominently displayed at the top of every page
- Developed the site using 1 codebase for full site and mobile site - changes only have to be made once

Mobile.AR.gov





Office of Governor
Edmund G. Brown Jr.
Visit his Website 

 **BTH Agency**
Traci Stevens
Acting Secretary

J.A. Farrow
Commissioner
California Highway Patrol 

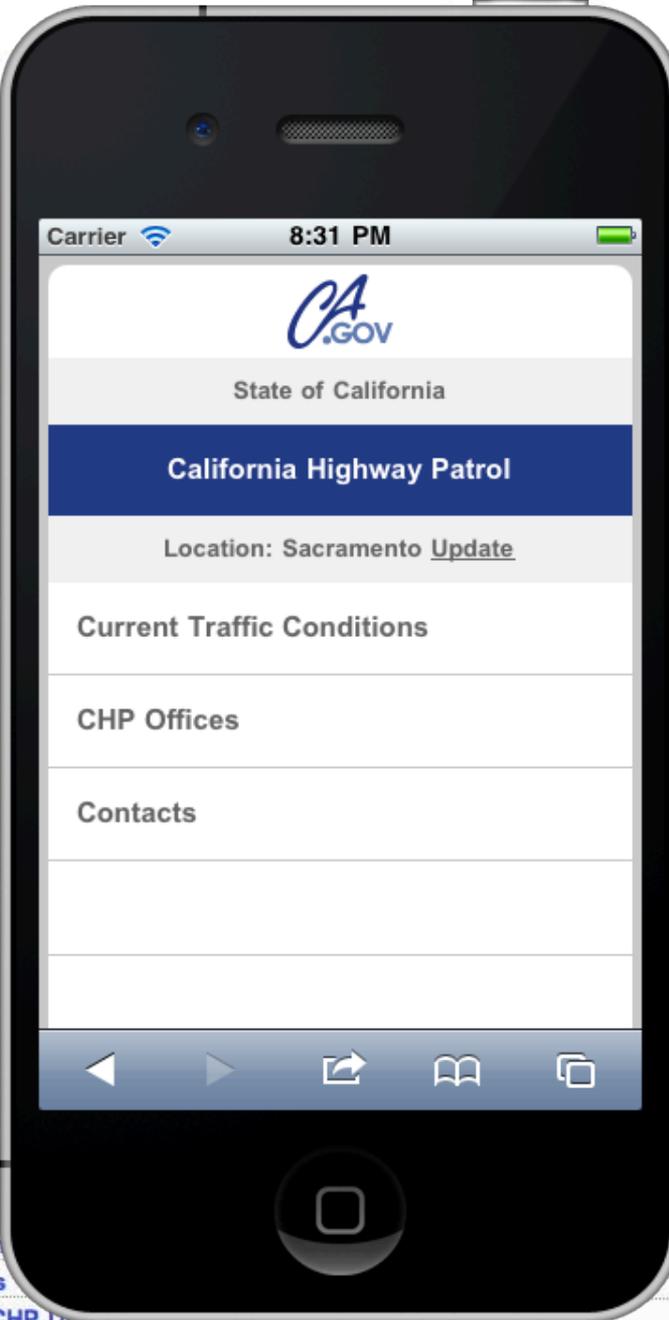
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NO ACTIVE ALERTS
www.DHS.gov/alerts

It's **NOT** worth it!


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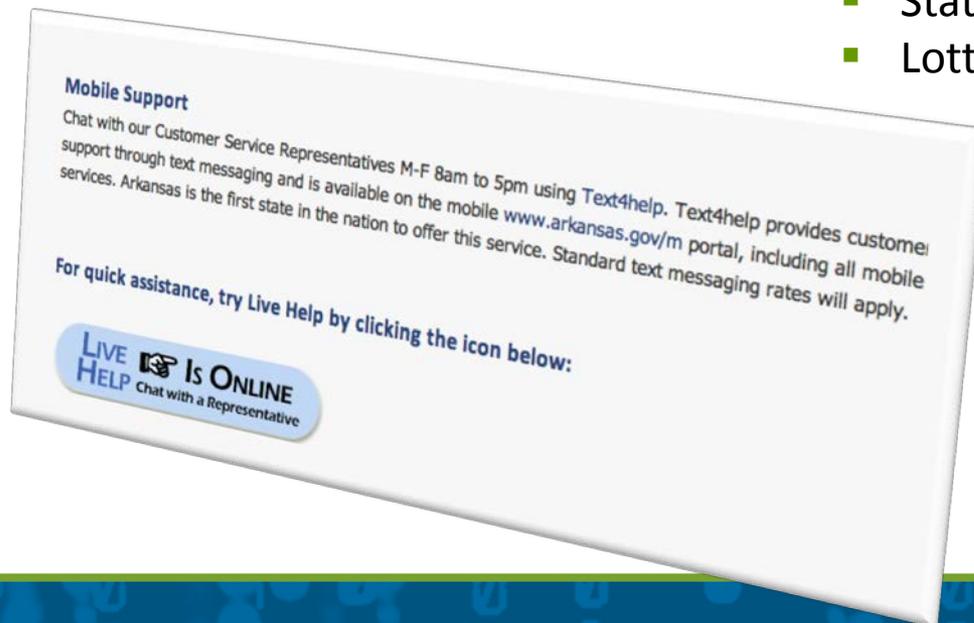


SOURCES
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State Snapshot: Mobile Apps and Services

- Live traffic and road conditions
- Business Entity Search
- Job search
- Professional License Lookup
- Voter Registration
- DMV alerts and practice tests
- Mobile bus inspection
- Geolocation services
- Text 4 help
- Mobile payments
- Financial Aid System tracking
- Real Estate License Renewal
- Unclaimed Property Search
- Crime Reports
- Online Notary
- Game Check
- Citizen alerts
- Funding Search
- State Parks Guide
- Lottery results



Barriers to Using Mobile Technologies

Issues regarding security

Financial costs associated with implementing systems

Lack of collaboration among agencies

Networks to support high volume of data communication

Lack of technical expertise

Staff resistance to change

Issues regarding privacy

Leveraging Mobile: Considerations

Architecture: native apps, web, or both?

Develop apps for all mobile platforms?

Mobile developer skills? Gaps? Internal support?

Social media integration?

Commercial partners? LTE network buildout?

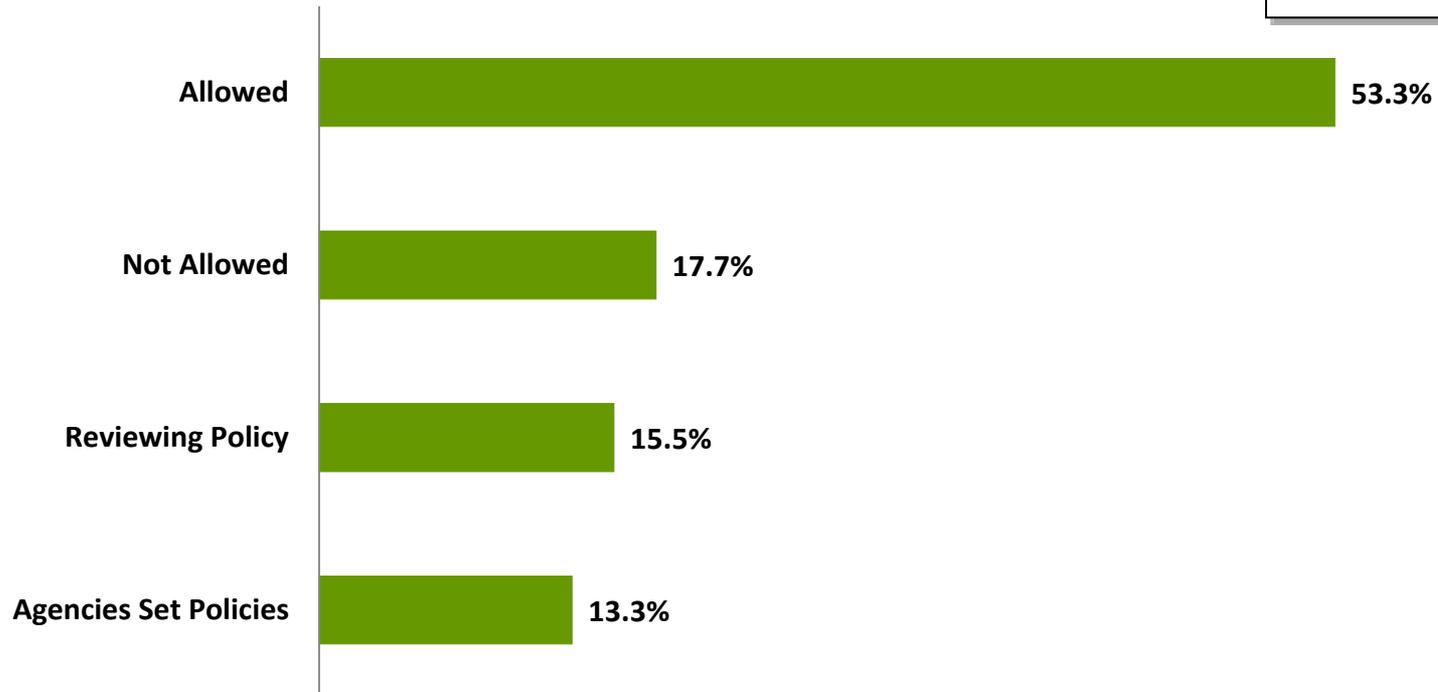
Tracking analytics and adoption?

Managing personal devices (BYOD)...?

2011 State Survey: Policies on the Use of Personally Owned Smartphones

Allow Personal Devices?

■ Percentage of Respondents



Source: NASCIO, Commonwealth of Pennsylvania OIT survey, 2011



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