The Mobility Agenda: Trends and Issues in State Government

Global Justice Advisory Committee
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✓ 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
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

- Not a priority, 2%
- Low, 6%
- Essential, 27%
- Medium, 33%
- High, 31%

Source: NASCIO-TechAmerica –Grant Thornton LLP 2011 State CIO Survey, October 2011
CIOs readiness to deploy & support mobile devices & apps

- Unprepared: 6%
- Neutral: 33%
- Ready: 31%

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

- Engaged: 35%
- Neutral (neither engaged nor disengaged): 35%
- Disengaged: 16%
- Totally disengaged: 2%
- Totally engaged: 12%

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
Components of Utah.gov’s Mobile Strategy

- Leverage App Markets
- HTML5 for Cross Platform
- Social Media Coordination
- Search Engine Optimization for mobile customers
- Coordinate with local government and provide shared training
- Online Services Management
- Delivering Real-Time Government
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
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?

- **Allowed**: 53.3%
- **Not Allowed**: 17.7%
- **Reviewing Policy**: 15.5%
- **Agencies Set Policies**: 13.3%

Source: NASCIO, Commonwealth of Pennsylvania OIT survey, 2011
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