



# **The Mobility Agenda:**

## ***Trends and Issues in State Government***

**Global Justice Advisory Committee**  
**April 11, 2012**

**Doug Robinson, Executive Director**  
**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

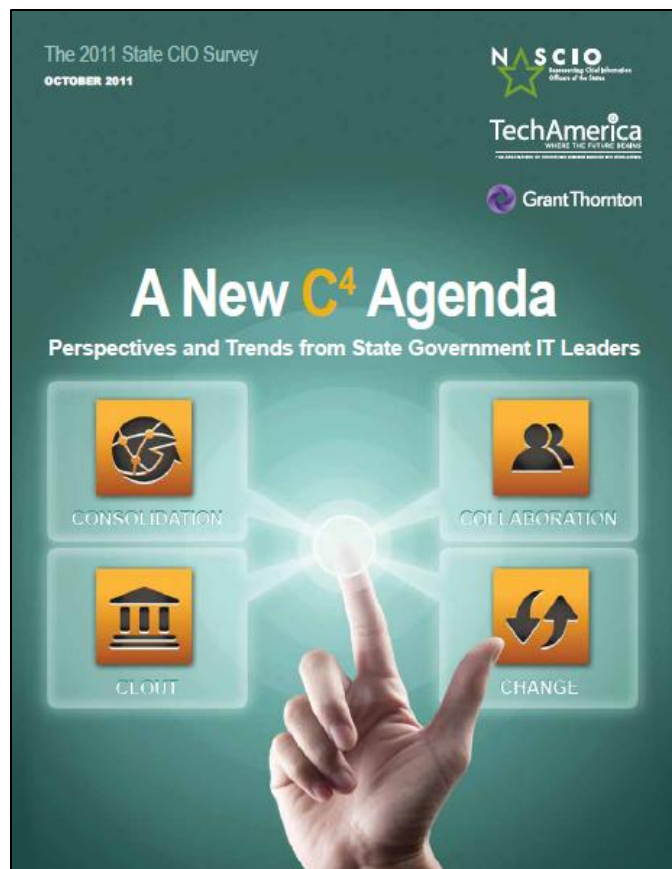
Information  
sharing/data  
exchanges

Managing mobile  
devices, BYOD

Growth of born  
digital content

Impact of  
reduced federal  
funding?

# State CIO Survey Highlights

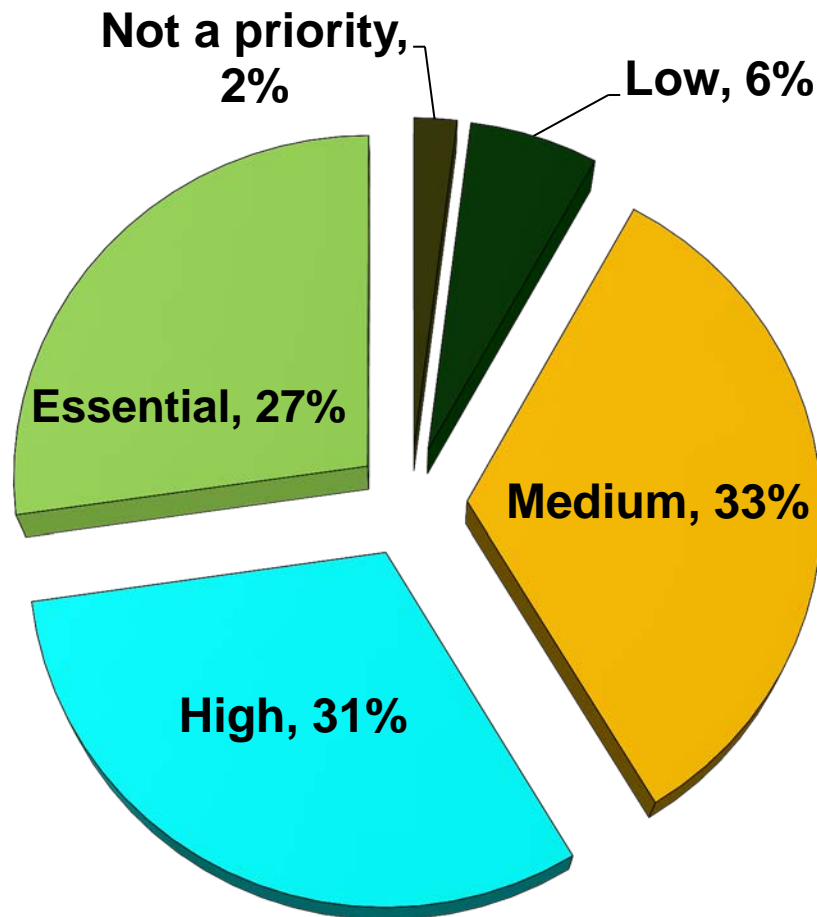


- Budgets continue to drive action
- CIO roles are changing
- Consolidation has broad appeal
- Health care cannot be ignored
- **Mobility...on the move**

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

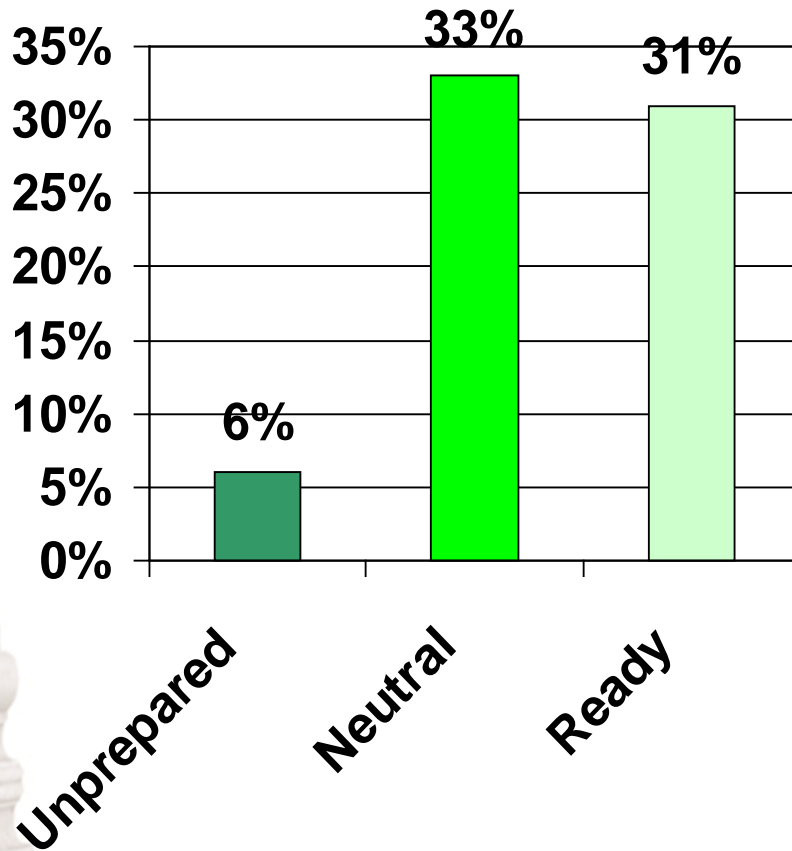


# Mobility = State CIO Strategic Priority

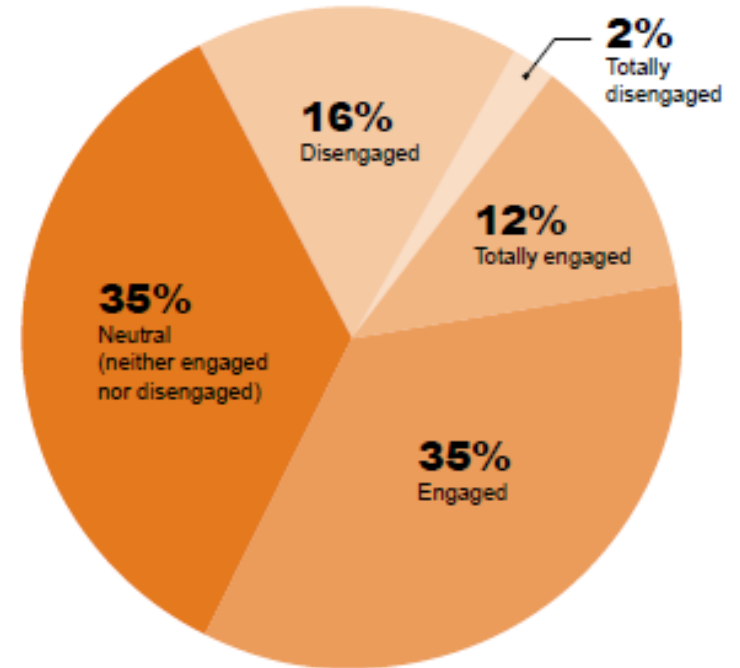


Source: NASCIO-TechAmerica –Grant Thornton LLP 2011 State CIO Survey, October 2011

## 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**

# 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

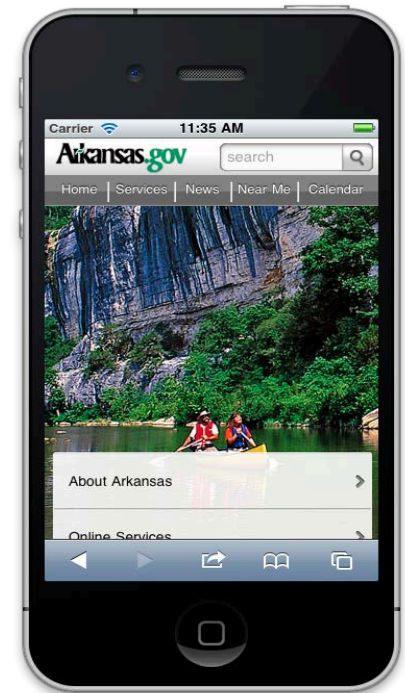
Delivering Real-Time Government



# 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

**Mobile.AR.gov**







Office of Governor  
**Edmund G. Brown Jr.**  
[Visit his Website](#)

 **BTH Agency**  
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Acting Secretary

 **J.A. Farrow**  
Commissioner  
California Highway Patrol

 **NTAS**  
NO ACTIVE ALERTS  
[www.DHS.gov/alerts](http://www.DHS.gov/alerts)

**it's NOT worth it!**

RECOVERY. CA.GOV

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State of California

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Current Traffic Conditions

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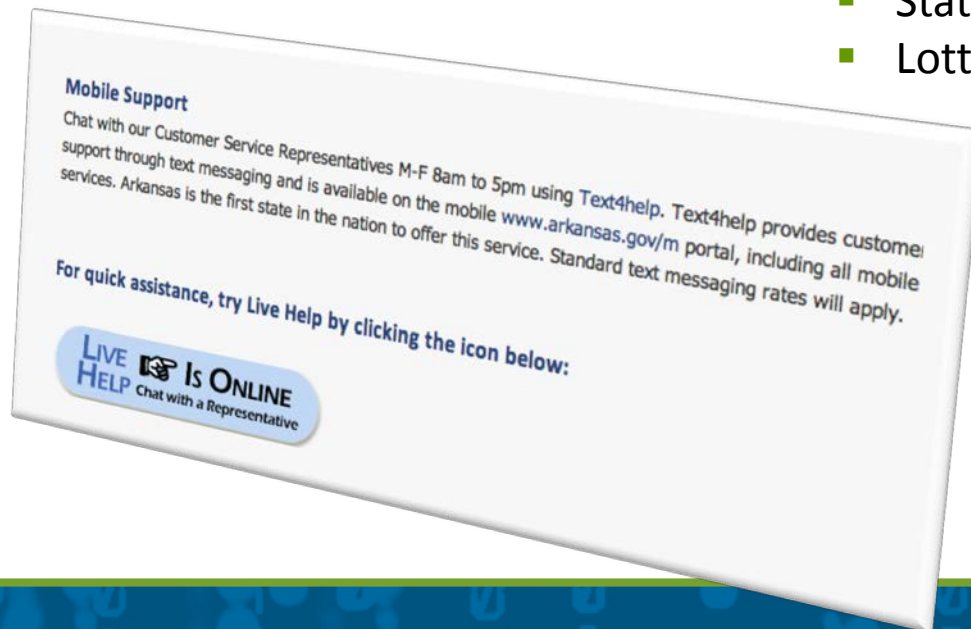
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# State Snapshot: Mobile Apps and Services

- 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?

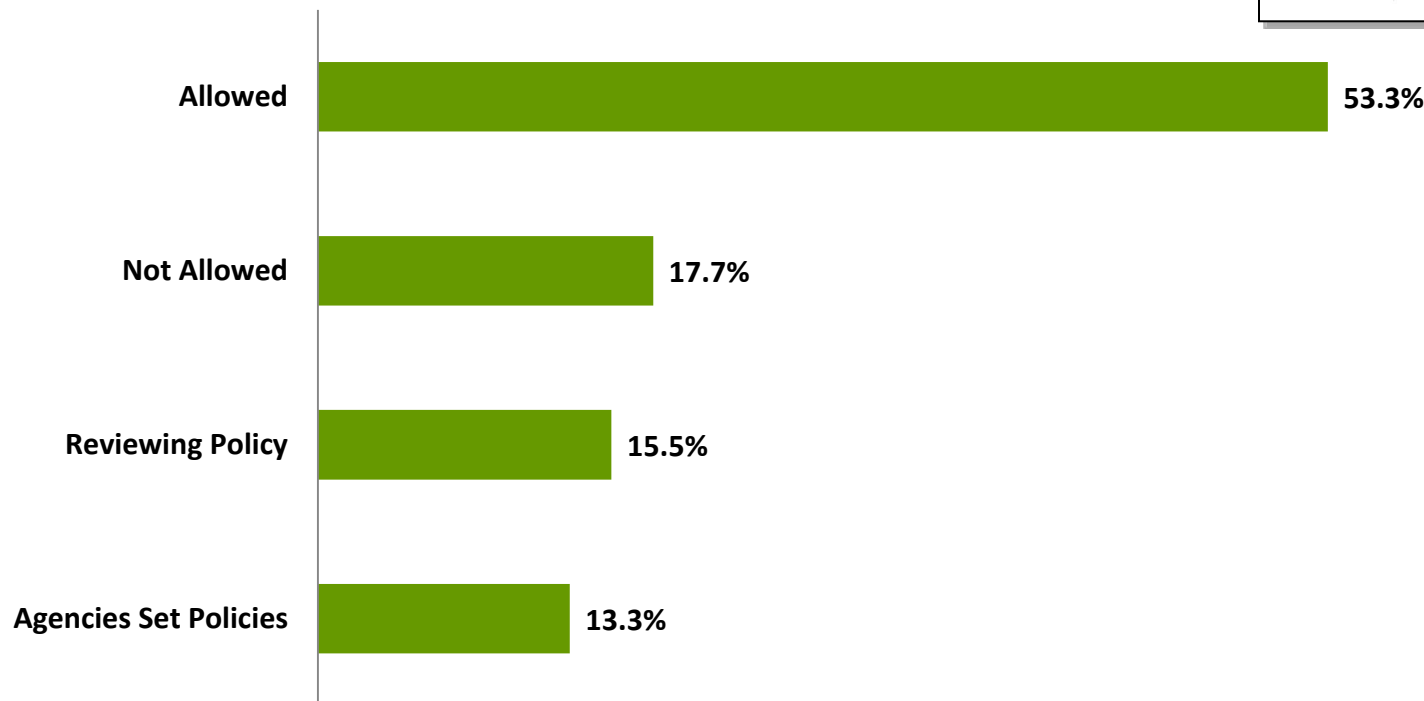
Tracking analytics and adoption?

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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