



## State Workforce Agency CIOs: Top Priorities and Initiatives 2022-2023

NASWA's Technology Committee released its **annual top priorities and initiatives of state workforce agency CIOs** for 2022-2023. This document is a work product of the Committee that identifies the policy and technology issues facing State Workforce Agencies.

Largely as a result of the pandemic, Cybersecurity, Cloud Services, and Modernization moved up on the priority list. Cybersecurity remained the top priority for the last two years, while Cloud Services moved up from number five to two and Modernization moved up from number eight to three. Each year, the Technology Committee will use this document to observe how priorities shift within the workforce and UI IT spaces.

State Workforce Agency CIOs were also asked what their top initiative for workforce and unemployment insurance is. In the last two years modernization of case management systems and UI IT systems remain the top initiative. Workforce agency CIOs are also interested in exploring emerging technologies that drive automation and virtual service delivery. These have been top initiatives in the last two years as well.

For more information on this document or the Technology Committee, contact John Quichocho at [jquichocho@naswa.org](mailto:jquichocho@naswa.org) or Amy Hiltunen at [ahiltunen@naswa.org](mailto:ahiltunen@naswa.org).