

## [The State CIO Operating Model: Managing Change in a Sustainable way](#)

*Integrus Applied and NASCIO release the fourth in a series of reports on 'multisourcing' and a new state CIO operating model.*

Online PR News - 14-May-2019 - Integrus Applied and The National Association of State Chief Information Officers (NASCIO) have released a fourth guide in a series on the topic of 'multisourcing' and a new state CIO operating model. This playbook can be used by any state or territory to design a path towards a modern multi-supplier delivery model that supports the demands and forces placed on the state CIO.

'While each state and territory has its own unique governance structures and political circumstances, all state CIOs have a common and collective obligation to deliver intuitive, intelligent and elegant digital services to citizens,' said NASCIO President and Delaware CIO James Collins. 'It is imperative that we foster a culture and service delivery models that enable digital government that is accessible any time, from anywhere and on any device.'

Developed through interviews with state CIOs and an extensive survey answered by 48 states, this playbook synthesizes a multi-year effort which includes three reports and a recorded webinar (all are available on [www.nascio.org](http://www.nascio.org)). In this modernized operating model, a highly disciplined state CIO organization proactively engages with state agencies, understands current and emerging program and citizen needs, maintains market awareness of current and emerging trends and offerings and communicates with stakeholders at all levels.

Patrick Moore, Integrus Applied Managing Director and former state of Georgia CIO noted, 'The role of the CIO has been changing for years. Leadership, empathy and the ability to articulate a vision are more important qualities than understanding the ins and outs of a data center. This 'Playbook' is intended to help governors, legislatures and CIOs understand the state CIO's evolving role and the critical role the CIO occupies in any government enterprise.'

In the 2018 State CIO Survey, when asked how CIO organizations plan to deliver or obtain IT services over the next three years, responses support the idea that CIOs are continuing to shift the business model by expanding more shared services, as-a-service models, IT shared services model and managed services model. Indeed, the CIO as broker operating model is the future, and, thus, a topic NASCIO will continue to address.

The report is available for download on NASCIO's website [www.nascio.org](http://www.nascio.org).

### About NASCIO

The National Association of State Chief Information Officers is the premier network and resource for state CIOs and a leading advocate for technology policy at all levels of government. NASCIO represents state chief information officers and information technology executives from the states, territories, and the District of Columbia. For more information about NASCIO visit [www.nascio.org](http://www.nascio.org).

AMR Management Services provides NASCIO's executive staff. For more information about AMR visit [www.AMRms.com](http://www.AMRms.com).

#### About Integris Applied

Integris Applied is a management consulting firm for CIOs and their organizations. We guide clients through the changes required to implement sustainable technology-led strategies. We shape IT organizations and environments with an approach that unifies vision, action and the people who influence both. We have walked in your shoes as buyers, sellers and advisors ... and will walk with you now, on your journey.

For more information about Integris Applied visit [www.integrisapplied.com](http://www.integrisapplied.com).

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