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CDG Reveals 2018 Digital States Survey Winners

Thirteen states earned top grades in the biennial survey.

SACRAMENTO, Calif. – October 2, 2018 – The Center for Digital Government announced the results of its [2018 Digital States Survey](#), a biennial evaluation of the [technology practices of all 50 states](#).

The Digital States Survey evaluates states' use of technology to improve service delivery, increase capacity, streamline operations and reach policy goals, and assigns each state a grade based on quantifiable results.

Since the last biennial survey in 2016, grades improved in 17 states, declined in 6 and remained the same in 27. Thirteen states earned top grades, with Georgia moving up to an A designation and Michigan, Missouri, Ohio and Utah maintaining their A marks from 2016. Eight additional states earned an A- designation. Louisiana was the most improved state, rising from a C+ to a B.

The survey evaluated states based on a set of criteria that included actions supporting state priorities and policies to improve operations or services, hard- and soft-dollar savings/benefits, progress since the last survey, innovative and citizen-centric services, and effective collaboration. Those states receiving high marks demonstrated results across all criteria.

“Survey results revealed cybersecurity, shared services, cloud computing and IT staffing remain the states’ top four priorities; with business intelligence/analytics and citizen engagement moving up to fifth and sixth - and we have seen emerging best practices from the states’ increased focus on citizen-centric and data-driven programs in the survey,” said Teri Takai, executive director of the Center for Digital Government. “Seventeen states improved their grades, an indication that states continue to make smart technology investments and are successfully leveraging those investments to improve services and efficiencies across all aspects of government.”

The Digital States Survey was designed to highlight best and emerging technology practices that serve as models and/or can be shared across state borders. The survey recognizes these achievements and provides a common reference for all 50 states in the ongoing work of finding better ways to do the public’s business.

The states will receive their awards on October 21st at an awards presentation in San Diego.

To see the full list of state grades and awards, click here: <http://www.govtech.com/cdg/digital-states/Digital-States-Survey-2018-Results.html>.

The Center for Digital Government thanks Amazon Web Services, Dell EMC, Deloitte, McAfee, NIC, Nutanix, SHI, and Verizon for underwriting the survey.

About the Center for Digital Government

The [Center for Digital Government](#) is a government research and advisory institute on information technology policies and best practices in state and local government. The Center is a division of [e.Republic](#), the nation's only media and research company focused exclusively on state and local government and education.

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