

CIO Spring 2026 IT Action List (Healthcare)

1. Validate Cybersecurity & Continuity Readiness

- Review **cybersecurity posture as an operational continuity risk**, not just compliance.
- Confirm **24/7 SOC monitoring, incident response, and disaster recovery readiness**.
- Ensure **Zero Trust architecture roadmap** is defined and funded.
- Validate **backup, DR, and ransomware recovery capabilities** across all systems.

Outcome: Reduced operational risk and improved patient-care continuity.

2. Standardize Network & ISP Infrastructure

- Inventory **all carrier circuits, contracts, and SLAs across locations**.
- Identify **redundant carriers, inconsistent performance, and hidden telecom spend**.
- Evaluate **carrier aggregation and telecom expense management (TEM)**.

Outcome: Lower network spend, improved uptime, and centralized visibility.

3. Deploy SD-WAN / SASE Across Clinics

- Assess whether **all sites operate on a consistent SD-WAN or SASE architecture**.
- Standardize **secure connectivity for EHR, cloud apps, and remote users**.
- Eliminate **location-by-location security configurations**.

Outcome: Consistent security policies, faster clinic onboarding, fewer outages.

4. Harden Internet Edge & DDoS Protection

- Review protection for **patient portals, telehealth platforms, and public web apps**.
- Ensure **enterprise-wide WAF and DDoS mitigation** is deployed.
- Verify coverage for **all internet-facing assets**.

Outcome: Reduced external attack surface and improved regulatory alignment.

5. Execute POTS / Analog Line Replacement

- Conduct a **full inventory of analog lines** (elevators, alarms, fax, emergency phones).
- Assess **cost exposure from copper retirement and rate increases**.
- Build a **POTS replacement plan** for critical infrastructure.

Outcome: Reduced telecom liability, stabilized costs, compliance alignment.

6. Consolidate Voice & Collaboration Platforms

- Determine if **all sites operate on a single UCaaS platform**.
- Identify **legacy PBX systems and fragmented voice platforms**.
- Standardize **administration, onboarding, and PSTN connectivity**.

Outcome: Improved reliability and simplified management across locations.

7. Modernize Patient Access & Contact Center

- Analyze **inbound call types and automation opportunities**.
- Deploy **AI-driven scheduling, confirmations, and virtual agents**.
- Implement **contact center analytics and workforce optimization**.

Outcome: Reduced call volume, lower staffing pressure, improved patient experience.

CX Source can solve any or all of these action items with minimal impact on your resources.

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