



Andrew M. Cuomo
Governor

Testimony
Of
Brian D. Digman
State Chief Information Officer and Director
NYS Office of Information Technology Services

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Public Protection

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Good morning Chairman DeFrancisco, Chairman Farrell, and distinguished members of the Legislature. I am Brian Digman, the State's Chief Information Officer and Director of the Office of Information Technology Services. Thank you for the opportunity to appear before you today to discuss the State Fiscal Year Executive Budget as it relates to the Office of Information Technology Services.

Introduction of ITS

The NYS Office of Information Technology Services (ITS) was created November 22, 2012 to consolidate information technology (IT) within the State. Historically, technology decisions and systems were decentralized, which caused inconsistent, incompatible, and overlapping technology systems that were inefficient, costly to maintain, and difficult to use. Centralizing the State's information technology within ITS has enabled the State to view, for the first time, its entire IT investment.

ITS recently celebrated its one year anniversary. Over the past year, our collective strength and scale have enabled us to deliver significant value to our customers that we will expand upon over the coming year.

As part of our ongoing consolidation of ITS, the Executive Budget increased its appropriation by 268 million dollars. The 2013-14 Budget included about half of the Personal Service funding needed to support the staff which transferred to ITS. The Governor's Executive Budget transfers the remaining Personal Service funds to ITS and reduces the host agencies' budgets by a corresponding value. The Budget also transfers Non-Personal Services (NPS) funding to support expenditures that were previously billed by ITS and for Agencies' regular operational obligations that will now be managed by ITS centrally. This budget will allow the State to leverage its technology investments and advance technology best practices to the benefit of New York citizens and the State as a whole.

The foundation of the Governor's IT Transformation initiative is four IT consolidation projects which are aimed at streamlining the government's IT infrastructure and saving taxpayers money. These projects are Data Center Consolidation, Email Consolidation, Telecommunications Modernization, and Enterprise Identity and Access Management. Allow me to highlight the accomplishments from last fiscal year and some of our plans for this coming year.

Data Center Consolidation. We are now occupying our new state-of-the-art data center at the SUNY College of Nanoscale Science and Engineering (CNSE) where we are consolidating over 50 state-run data centers into one. The first 10,000 square feet of this data center was ready for occupation less than six months ago. Already, ITS has installed standardized compute and storage platforms that will support today's critical applications. With up to 30,000 more square feet being built, ITS will be better situated and equipped to meet tomorrow's demands for compute, storage, and hosting.

Email Consolidation / Cloud-Based Collaboration Tools. Last year, I referred to this project as Email Consolidation. As we explored consolidating email, we uncovered opportunities in rolling out a full cloud-based collaboration suite. The selected tool, Office365, allows access to email, documents, a statewide address book, and calendars from desktops, laptops, tablets, and mobile phones. This productivity suite, which has a user base of over 40,000 state and local users that grows almost daily, will revolutionize collaboration between state agencies while also increasing their productivity.

Telecommunications Modernization. We are overhauling our state telecommunications services. In the past 12 months, ITS has built a new telecommunications hub and a secondary fail-over site, made critical upgrades to our telecommunications network, and deployed over 20,000 Voice-over-IP telephones. The modernization effort goes beyond standard phone services. The new State telecommunications service will also provide our employees with additional collaboration tools such as instant messaging, audio and video, desktop sharing, and conferencing.

Enterprise Identity and Access Management. The Enterprise Identity and Access Management initiative will provide citizens, businesses, and employees with a “single sign-on” to access state services and applications. For example, this past year, components of ITS’s enterprise identity and access management service was used to register and authenticate the approximately 330,000 New Yorkers who registered for the NYS Health Benefits Exchange. Our citizens and businesses are relying more heavily on the web as part of their daily lives, including for interacting with the State. The investments ITS is making in enterprise identity and access management will be the cornerstone for transforming the State’s online presence into one that is citizen and business-oriented, convenient, simple, secure, and reliable.

These four core technology initiatives reflect the Governor’s direction to ITS: leverage technology to make government work smarter for citizens, to spur economic growth, and to make the State more accessible to business. ITS has and will continue to leverage technology for those purposes. For example, last year:

- ITS enabled the Governor’s newly-created **Justice Center for the Protection of People with Special Needs** to start serving the most vulnerable New Yorkers. Using the technology systems ITS implemented, the Justice Center can consistently and effectively collect, track, investigate, and act on allegations of abuse and neglect.
- ITS, with its partner agencies, launched the new online **License Center**, which serves as a one-stop shop for citizens and businesses to buy and manage their professional and recreational licenses. This online shop offers hunting, fishing, game and trapping licenses, park permits, and boating safety certificates, among others. The NYS License Center also has a “Business Wizard” – a product that walks a business, step-by-step, through the process of becoming licensed in New York State.
- ITS designed and implemented **eFINDS**, a system that tracks the location of vulnerable patients as they are transferred to alternative locations during an emergency. Citizens can rest assured

their loved ones are not only removed from harm during an emergency but that they are being cared for and are easily located.

- ITS helped launch the **“I LOVE NY” App**, where people find places to visit in NYS and learn about NYS history, events, and attractions. The I LOVE NY App uses information from the **Path Through History website**, which ITS also launched, and the **Taste NY site**, through which ITS connected over 3,000 farmers’ markets, farms, wineries, distilleries, breweries, and NYS agriculture-related special events, to citizens, residents, and businesses who are dedicated to buying local food, supporting local agriculture, and spreading the word about how great New York food and drink is.
- ITS developed the **NYS School Tax Relief Program (STAR) Registration application** to enable citizens to conveniently register for a Basic STAR tax exemption.
- ITS enhanced the DMV website so citizens may renew and replace their drivers’ licenses at home or on the go.

These and other ITS accomplishments from the last fiscal year serve as the foundation for how ITS will deliver and use technology in the upcoming fiscal year.

This fiscal year, ITS will focus on the **needs of local governments** by making technology services available to them as an option for generating efficiencies. ITS expects to do this in several ways, such as using the State’s data center at CNSE to provide secure and robust storage and application hosting. This Executive Budget supports the development of **the NYS Protection Cloud**, which will enable state and local law enforcement to use the same system to support police response and investigations. This system will be supported and maintained by the State and offered to local law enforcement. ITS also expects to work closely with local governments to take advantage of cloud-based email and collaboration tools using the contract the State intentionally negotiated to make sure these tools are available to all levels of local government.

ITS will also be concentrating on transforming the State's online presence. Currently, the web presence is an overly complex, static, siloed maze of websites, and transactions. This transformation effort will turn the State's web presence into one that is simple and easy to use. This includes making sure our websites and services are mobile ready.

Conclusion

Governor Cuomo has charged ITS with using technology to deliver government services more efficiently and effectively, giving local governments options to relieve their administrative and fiscal stress, making it easier for citizens to interact with government, and ensuring that businesses start and stay in New York State. Thank you for the opportunity to speak here today. I welcome your questions and comments.

