



Office of Information Technology Services

Andrew M. Cuomo

Governor

Testimony

Of

Margaret Miller

**State Chief Information Officer and Director of the
NYS Office of Information Technology Services**

Before the

**Legislative Fiscal Committees' Joint Budget Hearing
State Fiscal Year 2015-16 Executive Budget
Public Protection**

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Good afternoon Chairman DeFrancisco, Chairman Farrell, and distinguished members of the Legislature. I am Margaret Miller, the State's Chief Information Officer and Director of the Office of Information Technology Services (ITS). I joined the State on December 8, 2014, and am honored and excited to have this opportunity to serve the citizens of New York State.

I join the State with over 40 years' experience in the IT industry. I began my career writing engineering systems for Concorde then progressed through the ranks before holding CIO positions in sectors including financial services, travel, retail, technology, media, public sector, and non-profit with organizations based in the US and Europe several of which have multi-national operations. My specialism has been in working with complex organizations undergoing major transformation.

I am committed to the development of the next generation of IT leaders and am a mentor for Columbia University's Master's program in Information Systems Management and chair the International Advisory board of my Business School.

Thank you for the opportunity to highlight the technology component of Governor Cuomo's Opportunity Agenda relating to ITS.

ITS is nearly two-and-a-half years into a multi-year transformation that will bring efficiencies and cost-savings to the State. Our collective strength and scale have already enabled us to deliver significant value to citizens and agency business partners.

Prior to IT Transformation, state technologies were agency specific. This resulted in incompatible and overlapping systems that were inefficient, costly to maintain, and not intuitive for our citizens and agency partners to use. Centralizing the State's IT within ITS will enabled the State to manage its entire IT portfolio and make smart investment decisions to save money and better support our citizens. This is our mission.

Last year ITS discussed the major IT consolidation projects. I have updates on some of these initiatives, and information on some of our plans for this year.

Data Center Consolidation. First, the Data Center Consolidation Project which is a public-private partnership success story. Last year, the State signed a lease with the Colleges of Nanoscale Science and Engineering (CNSE) of the SUNY Polytechnic Institute to allow us to create a single state data center into which we will consolidate more than 50 legacy agency-run data centers. The new center has a state-of-the art design which will result in greater availability and more resilience for the State's IT systems. To date, 11 agency data centers have been migrated and closed. SUNY Polytechnic Institute is nationally recognized for business-funded research and development. State employees working at the new data center at CNSE can easily collaborate with the innovators, students, and researchers there, bringing that award-winning innovative culture back to the State. This distinguishes our State as a thought-leader.

Email Consolidation/ Collaboration Tools. The second initiative I'd like to mention is email upgrade and consolidation. ITS has rolled out a single suite of tools that allow staff to securely access email, documents, a statewide address book, and calendars from desktops, laptops, and mobile devices. These capabilities are revolutionizing collaboration and increasing productivity within and between state agencies. We have migrated 52 state organizations with just under 150,000 (149,549) mailboxes. Over 20 different legacy email systems have been decommissioned. The State saves more than \$3 million annually by eliminating multiple licensing costs, reducing hardware and software costs, while also improving customer support.

Cyber Security. This fiscal year, one of the areas ITS will continue to focus on is cyber security. With the decentralized model of the past, every agency had independent information security officers, who would interpret and implement the statewide cyber policies established by the Division of Homeland Security and Emergency Services (DHSES), often in an inconsistent manner. With the cyber security function centralized under ITS, which

now manages all the State IT assets, the State not only can implement the policies consistently, but more importantly can react swiftly across all the IT assets when intelligence about potential threats are received.

For 2014-15 the Legislature supported increased funding for cyber-security to ~\$11 mil. The Governor's Executive Budget for 2015-16 proposes further increasing funding to ~\$18 mil.

We are using these funds to invest in technologies, processes, and personnel that enhance the State's ability to prevent, monitor, and respond to incidents. We are also focusing on the processes that assure security by design in all products and services we offer and procure for the State.

It is important to remember technology controls are only one part of what is required to mitigate our cyber risk. According to a global industry report, the most frequent causes of security incidents in the public sector is human error (34%). Accordingly, ITS is investing in increasing workforce security awareness training for state staff so they are vigilant and aware of their own security responsibilities, and recognize malware, email hoaxes, phishing scams, and other threats that can compromise our technical environments. ITS works closely with intelligence analysts at the New York State Police, and DHSES to identify cyber threats and protect New York State IT assets from cyber-attacks. These entities have received cyber-specific training, and are fully integrated at the New York State Intelligence Center – the State's designated all-crimes Fusion Center.

The Administration charges ITS with using technology to deliver government services more efficiently, effectively, and securely making it easier for citizens to interact with government, and ensuring that businesses grow in New York State. We at ITS are excited to play an integral part in this State of Opportunity. Thank you for the opportunity to speak today. I welcome your questions and comments.

