



KATHY HOCHUL
Governor

ANGELO “TONY” RIDDICK
Chief Information Officer

**TESTIMONY OF JENNIFER LORENZ
DEPUTY CHIEF INFORMATION OFFICER
NEW YORK STATE OFFICE OF INFORMATION TECHNOLOGY SERVICES
JOINT LEGISLATIVE PUBLIC HEARING ON 2023 EXECUTIVE BUDGET PROPOSAL
February 7, 2023**

Thank you Chairs Krueger and Weinstein for the invitation, and a warm welcome to the distinguished members of the Legislature who have joined us today.

Regretfully, our Chief Information Officer Angelo “Tony” Riddick was unable to be here due to a personal commitment, so I am taking his place in my capacity as Deputy CIO at ITS.

Once again, I’m Jennifer Lorenz, and I have been with this agency since its inception. It is an honor to partner with you in service to our fellow New Yorkers.

I can confidently say that technology has never been more important to the state than it is right now.

And ITS is at the forefront of efforts to leverage this technology to create a better, stronger and more responsive state government.

Technology has allowed us to deliver taxpayer savings and freed up our hardworking employees to do even more impactful work.

...it is helping the state ensure a more seamless delivery of services.

...it is changing the way our employees work and allowing agencies to respond more effectively to an event, emergency or crisis.

We also know that technology is bringing state government closer to the people because we made it happen together.

Since we met last year, ITS has successfully deployed language translation services to state agency websites, allowing them to provide services in the 12 most commonly spoken non-English languages.

We began by translating the COVID pages first, and now 84 public facing sites have been identified and translated for the public.

The concept, which originated here in the Legislature, is making government more accessible to many more New Yorkers.

In addition, ITS has been assisting with the work needed to allow name and gender changes in state databases under the Gender Recognition Act. This is an important step forward.

We also provided the tools to stand up a new and vital agency - - the Office of Cannabis Management - - on an expedited timeline this year.

And, we recently partnered with the Public Service Commission to enhance the broadband mapping website, which is a crucial step in obtaining federal funding for New York.

In the ongoing fight against cyber threats, technology has been a key component in keeping New York secure.

Over much of the last year, ITS been working with our partners to establish the Joint Security Operations Center, or JSOC.

The vision of Governor Hochul, JSOC is a first-of-its-kind central hub for threat monitoring and intelligence sharing.

I am proud to report that the JSOC is now fully operational and staffed 24 hours a day, 7 days a week with New York State employees.

JSOC has accelerated our transition to a whole of state approach to cybersecurity, where the state and local governments are collaborating in new and meaningful ways.

Many local governments have already joined the JSOC and New York State has provided these local partners with endpoint detection technology at no cost.

There is more work to do, but JSOC is quickly becoming a national model for enhancing cybersecurity across all levels of government.

Meanwhile, we will soon be providing advanced cybersecurity training to all ITS employees so they can function as an army of cyber warriors and better protect the state's systems and resident data.

We recently hired the state's first ever Chief Privacy Officer, who is building a statewide program to include new policies and processes on how we collect, use and secure New Yorkers' information.

And most importantly, we are increasing transparency so New Yorkers better understand how their personal data will be used and protected.

Funding advanced as part of the Governor's Budget will allow us to continue to focus on a number of key state initiatives:

Digitizing state services and expanding the methods by which residents access those services,
Taking the next steps in the ongoing Tax Systems Modernization,
Creating a "One ID" system to better prevent fraud and streamline the state's delivery model,
And further enhancing our cybersecurity posture.

\$33 million in new funding is a powerful statement from Governor Hochul about where cybersecurity ranks on our list of priorities.

It is an honor and privilege to help lead this agency, along with CIO Riddick and so many talented IT professionals.

Once again, I thank you for your service and look forward to any questions you may have.