

Information Technology Services, Office of

Mission

The Office of Information Technology Services (ITS) provides centralized technology services to customer agencies, sets the State's technology standards, and coordinates and governs statewide technology-related initiatives improving the efficiency of New York State government. ITS' mission is to create and deliver innovative solutions that foster a technology-enabled government to best serve New Yorkers. ITS is also charged with leading the State's transformation efforts by consolidating fragmented infrastructure and networks, expanding enterprise solutions, and redesigning the delivery of services to enable agencies to focus on their core missions.

Organization and Staffing

ITS is managed centrally by the State's Chief Information Officer (CIO) who oversee the agency's operations and strategic direction. ITS is broken down into several program areas that provide project development and application maintenance for customer agencies, networking and end user services, and cyber security related functions. Most ITS staff are primarily information technology specialists, project managers, and business and financial analysts.

Budget Highlights

The FY 2019 Executive Budget recommends \$855 million in all funds appropriations. This reflects a \$0.5 million increase from FY 2018 attributed to ITS administering Federal grant funds for Geographic Information System functions transferred to the agency.

The Executive Budget recommends a workforce of 3,406 FTEs, which remains flat from the previous fiscal year.

Program Highlights

Data Center Services

This program supports the Data Center Consolidation project, which created a Statewide Tier 3 Data Center, and also includes associated service costs, such as server and storage installation, disaster recovery services, hardware and software maintenance and equipment refresh. Program staff install, monitor and maintain hosted agencies' computing platforms and physical and virtual storage.

End User Services

This program supports shared enterprise service offerings, such as device management and replacement, standard software package management, internet access, network printer access, and account management. Program staff are responsible for email, voice, and mobile support, as well as help desk services.

Computer Applications Support

This program maintains agency specific applications and IT systems. Program staff are responsible for developing, troubleshooting, installing, security patching, and maintaining agency applications. Investment requests for new applications go through a governance process to ensure strategic alignment and enterprise collaboration with standardized technologies.

Security and Quality Control

This program supports the development and implementation of cyber security policies and standards. Program staff are responsible for developing and maintaining cyber security software, policy creation and enforcement, and auditing internal controls. Additionally, ITS continues to phase out legacy hardware and software that pose operational and cyber risk to the State's technology environment.

Network Services

This program supports hosted agencies' ability to connect and access data and communications systems, including phones, internet, network drives, and servers. Program staff install optical fiber connections and manage the local area network (LAN), which connects workstations and devices to applications hosted in the State's data centers.

Central Administration

This area supports the ITS Executive Office and their support staff, Finance and Human Resource analysts,

Training

This area supports the education and development of current ITS employees by providing certification and advanced training courses deemed critical to the agency. ITS partners with academic institutions and industry leaders to offer career opportunities in key skillset areas that are pertinent to current, in-demand technologies.

**ALL FUNDS
APPROPRIATIONS
(dollars)**

Category	Available FY 2018	Appropriations Recommended FY 2019	Change From FY 2018	Reappropriations Recommended FY 2019
State Operations	768,429,000	768,929,000	500,000	211,312,000
Capital Projects	85,700,000	85,700,000	0	157,357,000
Total	854,129,000	854,629,000	500,000	368,669,000

**ALL FUND TYPES
PROJECTED LEVELS OF EMPLOYMENT BY PROGRAM
FILLED ANNUAL SALARIED POSITIONS**

Program	FY 2018 Estimated FTEs 03/31/18	FY 2019 Estimated FTEs 03/31/19	FTE Change
Office of Technology Services			
General Fund	3,402	3,402	0
Capital Projects Funds - Other	4	4	0
Total	3,406	3,406	0

**STATE OPERATIONS
ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE
APPROPRIATIONS
(dollars)**

Fund Type	Available FY 2018	Recommended FY 2019	Change
General Fund	582,793,000	582,793,000	0
Special Revenue Funds - Federal	0	500,000	500,000
Special Revenue Funds - Other	30,000,000	30,000,000	0
Enterprise Funds	4,000,000	4,000,000	0
Internal Service Funds	151,636,000	151,636,000	0
Total	768,429,000	768,929,000	500,000

NYS DOB | FY2019 Executive Budget | Agency Appropriations
STATE OPERATIONS
ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM
APPROPRIATIONS
(dollars)

Program	Available FY 2018	Recommended FY 2019	Change
Office of Technology Services			
General Fund	582,793,000	582,793,000	0
Special Revenue Funds - Federal	0	500,000	500,000
Special Revenue Funds - Other	30,000,000	30,000,000	0
Enterprise Funds	4,000,000	4,000,000	0
Internal Service Funds	151,636,000	151,636,000	0
Total	768,429,000	768,929,000	500,000

STATE OPERATIONS - GENERAL FUND
SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES
FY 2019 RECOMMENDED
(dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Office of Technology Services	299,554,000	(3,027,000)	287,990,000	(11,414,000)
Total	299,554,000	(3,027,000)	287,990,000	(11,414,000)

Program	Temporary Service (Nonannual Salaried)		Holiday/Overtime Pay	
	Amount	Change	Amount	Change
Office of Technology Services	10,673,000	8,892,000	891,000	(505,000)
Total	10,673,000	8,892,000	891,000	(505,000)

STATE OPERATIONS - GENERAL FUND
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED
APPROPRIATIONS AND CHANGES
FY 2019 RECOMMENDED
(dollars)

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Office of Technology Services	283,239,000	3,027,000	5,909,000	(11,000)
Total	283,239,000	3,027,000	5,909,000	(11,000)

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Office of Technology Services	730,000	46,000	268,010,000	3,887,000
Total	730,000	46,000	268,010,000	3,887,000

NYS DOB | FY2019 Executive Budget | Agency Appropriations

Program	Equipment	
	Amount	Change
Office of Technology Services	8,590,000	(895,000)
Total	8,590,000	(895,000)

**STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
FY 2019 RECOMMENDED
(dollars)**

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Office of Technology Services	186,136,000	500,000	2,880,000	0
Total	186,136,000	500,000	2,880,000	0

Program	Nonpersonal Service	
	Amount	Change
Office of Technology Services	183,256,000	500,000
Total	183,256,000	500,000

**CAPITAL PROJECTS
ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM
APPROPRIATIONS
(dollars)**

Comprehensive Construction Program	Available FY 2018	Recommended FY 2019	Change	Reappropriations FY 2019
IT Initiative Program				
Capital Projects Fund - Authority Bonds	85,700,000	85,700,000	0	130,976,000
Information Technology Capital Financing	0	0	0	26,381,000
Total	85,700,000	85,700,000	0	157,357,000

Note: Most recent estimates as of 01/16/2018