TECHNOLOGY

OVERVIEW

The Executive Budget will continue to fund New York State's investments in technology, which are designed to provide online services to the public, modernize legacy systems and focus on opportunities to improve automation. The State will also make a historic $1 billion investment to bring affordable broadband services to New Yorkers and transform digital infrastructure. The Executive Budget provides funding for additional investments in cybersecurity tools and resources, which will improve the State's security posture and keep public data secure.

The State's primary technology service provider is the Office of Information Technology Services (ITS), which provides statewide IT strategic direction, directs policy, and delivers centralized products and services. ITS operates the statewide data center to support mission-critical applications for 53 agencies: including over 16 million citizen accounts, 130,000 employee accounts, 100,000 telecommunications devices, 100,000 workstations/laptops, and 33 petabytes of data storage.

The Executive Budget includes a $116 million ITS Capital Innovation Fund appropriation to fund enterprise technology projects and infrastructure upgrades, designed to increase efficiencies, improve automation, and expand the number of online services and transactions available to citizens.

RESPONDING TO THE PANDEMIC

The State's response to the COVID-19 pandemic has driven the need for new technology tools, support, and applications. The initiatives below were developed to respond to and mitigate the impacts of the pandemic.

- Developed dozens of new applications to address emerging needs, including the Facility Entry Screening tool, the Vaccine Scheduling system and the use of Robotic Process Automation to respond to the unprecedented number of unemployment benefit claims.

- Provided new software tools and equipment that enabled tens of thousands of employees to work remotely.

- Developed the Excelsior Pass Program, which is a free, voluntary platform that provides secure, digital proof of COVID-19 vaccination or negative test results for citizens.

- Established the Excelsior Pass Blueprint, a framework to aid in the development and implementation of digital health credentials for other states and territories.

- Provided 24 x 7 technical support at the State's mass vaccination and testing sites.

BROADBAND

The State's ConnectALL initiative will be the largest-ever investment in New York's digital infrastructure, transforming it so all New Yorkers have affordable, reliable broadband statewide. Including over $1 billion in new public and private investments, ConnectALL will provide affordable broadband access to New Yorkers in rural and urban areas statewide and continue New York State's leadership on connectivity.

As part of the ConnectALL initiative, the Executive Budget will establish several broadband-related programs and investments, including but not limited to:

- Local Connectivity Planning Grant Program

- 21st Century Municipal Infrastructure Investment Program

- Rural Broadband Grant Program

- Connectivity Innovation Fund Program

- Affordability and Affordable Housing Connectivity Programs

- Digital Equity Program

- Build-Free Initiative for Rural Broadband Deployment Cellular Siting Guide for Local Governments

CYBERSECURITY

The volume and severity of cyber threats and attacks on State and Local governments has increased in the past few years. Several

State agencies have a specific role in cybersecurity oversight, including ITS, DHSES, NYSP and several others. The Executive Budget will include $44 million in increased funding appropriations to further strengthen State and Local cyber defense and response efforts. Further investment in hardware and software security tools and cyber personnel will be included to enhance protection of State and Local systems and reduce risk and vulnerabilities.

IT AUTOMATION AND ONLINE SERVICES

The State will continue to invest in opportunities to increase the availability of ways for New Yorkers to interact with agencies and perform transactions online – adding to convenience and safety for the public and making government more efficient and transparent. The Executive Budget will include an investment to continue the digitization of government services, including, but not limited to, expanded use of digital credentials, identity rationalization, and streamlined access to digitized government services.

The State will look to expand on prior successful technology initiatives, including:

- DMV Digital Intake transaction system, which allows citizens to electronically submit required documents, reducing the need for in-person appointments at DMV offices.

- NY Business Express, an online licensing portal that is designed to reduce paperwork and duplicative information gathering and transactions. Recent expansions of this service included automating licensing processes for hemp growers, elevators inspectors and corporations conducting business in the State.

- Open NY Data Portal has been developed to provide public access to high-quality data sets that are continuously updated and include metadata and documentation to promote public understanding. Data has been published by 58 State agencies and authorities with more than 725 million records available.

- Civil Service Exam Modernization began a pilot program to allow citizens throughout the State to complete testing remotely for various government job opportunities.