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 – enabling agencies to focus on their core missions.

Organization and Staffing

ITS is managed centrally by the State's Chief Information Officer (CIO), who oversees 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 or financial analysts.

Budget Highlights

The FY 2024 Executive Budget recommends $994 million in all funds appropriations. This reflects a $49.7 million increase from FY 2023, primarily attributed to additional cybersecurity funding to further strengthen State and Local defense, as well as a capital investment to support the development of an e-procurement system.

The FY 2024 Executive Budget recommends a workforce of 3,608 FTEs for the agency.

Program Highlights

Data Center Services

This program supports the operation of the Statewide Data Center, including 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. This program will also provide services to local municipalities including endpoint detection and response, intrusion protection, vulnerability scanning and data backup services.

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, Legal Counsel and Enterprise Project Management.

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 2023	Appropriations Recommended FY 2024	Change From FY 2023	Reappropriations Recommended FY 2024
State Operations	828,558,974	863,326,000	34,767,026	401,796,000
Capital Projects	115,700,000	130,700,000	15,000,000	373,397,000
Total	**944,258,974**	**994,026,000**	**49,767,026**	**775,193,000**

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

Program	FY 2023 Estimated FTEs 03/31/23	FY 2024 Estimated FTEs 03/31/24	FTE Change
Office of Technology Services			
General Fund	3,543	3,558	15
Capital Projects Funds - Other	50	50	0
Total	**3,593**	**3,608**	**15**

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

Fund Type	Available FY 2023	Recommended FY 2024	Change
Enterprise Funds	4,000,000	4,000,000	0
General Fund	642,422,974	677,190,000	34,767,026
Internal Service Funds	151,636,000	151,636,000	0
Special Revenue Funds - Federal	500,000	500,000	0
Special Revenue Funds - Other	30,000,000	30,000,000	0
Total	**828,558,974**	**863,326,000**	**34,767,026**
Adjustments:			
Transfer(s) From			
Special Pay Bill			
General Fund	(1,304,974)		
Appropriated FY 2023	**827,254,000**		

STATE OPERATIONS
ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM
APPROPRIATIONS
(dollars)

Program	Available FY 2023	Recommended FY 2024	Change
Office of Technology Services			
Enterprise Funds	4,000,000	4,000,000	0
General Fund	642,422,974	677,190,000	34,767,026
Internal Service Funds	151,636,000	151,636,000	0
Special Revenue Funds - Federal	500,000	500,000	0
Special Revenue Funds - Other	30,000,000	30,000,000	0
Total	**828,558,974**	**863,326,000**	**34,767,026**

STATE OPERATIONS - GENERAL FUND
SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES
FY 2024 RECOMMENDED
(dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Office of Technology Services	332,358,000	3,624,026	306,922,000	1,448,026
Total	**332,358,000**	**3,624,026**	**306,922,000**	**1,448,026**

Program	Temporary Service (Nonannual Salaried)		Holiday/Overtime Pay	
	Amount	Change	Amount	Change
Office of Technology Services	16,331,000	2,406,000	9,105,000	(230,000)
Total	**16,331,000**	**2,406,000**	**9,105,000**	**(230,000)**

STATE OPERATIONS - GENERAL FUND
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED
APPROPRIATIONS AND CHANGES
FY 2024 RECOMMENDED
(dollars)

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Office of Technology Services	344,832,000	31,143,000	3,954,000	(763,000)
Total	**344,832,000**	**31,143,000**	**3,954,000**	**(763,000)**

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Office of Technology Services	372,000	(282,000)	314,405,000	30,340,000
Total	**372,000**	**(282,000)**	**314,405,000**	**30,340,000**

	Equipment	
Program	**Amount**	**Change**
Office of Technology Services	26,101,000	1,848,000
Total	**26,101,000**	**1,848,000**

STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
FY 2024 RECOMMENDED
(dollars)

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

	Nonpersonal Service	
Program	**Amount**	**Change**
Office of Technology Services	183,256,000	0
Total	**183,256,000**	**0**

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

Comprehensive Construction Program	**Available FY 2023**	**Recommended FY 2024**	**Change**	**Reappropriations FY 2024**
IT Initiative Program				
Capital Projects Fund - Authority Bonds	115,700,000	130,700,000	15,000,000	234,124,000
Federal Capital Projects Fund	0	0	0	124,892,000
Information Technology Capital Financing	0	0	0	14,381,000
Total	**115,700,000**	**130,700,000**	**15,000,000**	**373,397,000**

Note: Most recent estimates as of 02/01/2023