

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 2021 Executive Budget recommends \$1 billion in all funds appropriations. This reflects a \$150 million increase from FY 2020, attributable to a new Federal Capital Fund appropriation that will facilitate Federal reimbursement for development costs related to the Integrated Eligibility System.

The Executive Budget recommends a workforce of 3,451 FTEs, which remains flat from the previous fiscal year.

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.

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 2020	Appropriations Recommended FY 2021	Change From FY 2020	Reappropriations Recommended FY 2021
State Operations	765,660,000	765,660,000	0	286,010,000
Capital Projects	95,700,000	245,700,000	150,000,000	207,441,000
Total	861,360,000	1,011,360,000	150,000,000	493,451,000

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

Program	FY 2020 Estimated FTEs 03/31/20	FY 2021 Estimated FTEs 03/31/21	FTE Change
Office of Technology Services			
General Fund	3,421	3,421	0
Capital Projects Funds - Other	30	30	0
Total	3,451	3,451	0

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

Fund Type	Available FY 2020	Recommended FY 2021	Change
Enterprise Funds	4,000,000	4,000,000	0
General Fund	579,524,000	579,524,000	0
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	765,660,000	765,660,000	0
Adjustments:			
Transfer(s) To			
General Services, Office of			
General Fund	3,183,000		
Appropriated FY 2020	768,843,000		

NYS DOB | FY2021 Executive Budget | Agency Appropriations
STATE OPERATIONS
ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM
APPROPRIATIONS
(dollars)

Program	Available FY 2020	Recommended FY 2021	Change
Office of Technology Services			
Enterprise Funds	4,000,000	4,000,000	0
General Fund	579,524,000	579,524,000	0
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	765,660,000	765,660,000	0

STATE OPERATIONS - GENERAL FUND
SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES
FY 2021 RECOMMENDED
(dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Office of Technology Services	296,425,000	0	284,920,000	0
Total	296,425,000	0	284,920,000	0

Program	Temporary Service (Nonannual Salaried)		Holiday/Overtime Pay	
	Amount	Change	Amount	Change
Office of Technology Services	10,614,000	0	891,000	0
Total	10,614,000	0	891,000	0

STATE OPERATIONS - GENERAL FUND
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED
APPROPRIATIONS AND CHANGES
FY 2021 RECOMMENDED
(dollars)

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Office of Technology Services	283,099,000	0	5,899,000	0
Total	283,099,000	0	5,899,000	0

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Office of Technology Services	730,000	0	267,906,000	0
Total	730,000	0	267,906,000	0

Program	Equipment	
	Amount	Change
Office of Technology Services	8,564,000	0
Total	8,564,000	0

**STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
FY 2021 RECOMMENDED
(dollars)**

Program	Total		Personal Service	
	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

Program	Nonpersonal Service	
	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 2020	Recommended FY 2021	Change	Reappropriations FY 2021
IT Initiative Program				
Capital Projects Fund - Authority Bonds	95,700,000	95,700,000	0	179,636,000
Federal Capital Projects Fund	0	150,000,000	150,000,000	0
Information Technology Capital Financing	0	0	0	27,805,000
Total	95,700,000	245,700,000	150,000,000	207,441,000

Note: Most recent estimates as of 01/29/2020