

## 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 2023 Executive Budget recommends \$943 million in all funds appropriations. This reflects a \$50 million increase from FY 2022, attributed to the restoration of operations and staff to pre-pandemic funding levels and new investments, including additional cybersecurity funding to further strengthen State and Local defense and response efforts.

The FY 2023 Executive Budget recommends a workforce of 3,569 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.

NYS DOB | FY2023 Executive Budget | Agency Appropriations

**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 2022	Appropriations Recommended FY 2023	Change From FY 2022	Reappropriations Recommended FY 2023
State Operations	796,802,226	827,254,000	30,451,774	332,006,000
Capital Projects	95,700,000	115,700,000	20,000,000	366,004,000
<b>Total</b>	<b>892,502,226</b>	<b>942,954,000</b>	<b>50,451,774</b>	<b>698,010,000</b>

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

Program	FY 2022 Estimated FTEs 03/31/22	FY 2023 Estimated FTEs 03/31/23	FTE Change
Office of Technology Services			
General Fund	3,276	3,519	243
Capital Projects Funds - Other	45	50	5
<b>Total</b>	<b>3,321</b>	<b>3,569</b>	<b>248</b>

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

Fund Type	Available FY 2022	Recommended FY 2023	Change
Enterprise Funds	4,000,000	4,000,000	0
General Fund	610,666,226	641,118,000	30,451,774
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
<b>Total</b>	<b>796,802,226</b>	<b>827,254,000</b>	<b>30,451,774</b>
Adjustments:			
Transfer(s) From			
Special Pay Bill			
General Fund	(31,048,226)		
<b>Appropriated FY 2022</b>	<b>765,754,000</b>		

NYS DOB | FY 2023 Executive Budget | Agency Appropriations  
**STATE OPERATIONS**  
**ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM**  
**APPROPRIATIONS**  
(dollars)

Program	Available FY 2022	Recommended FY 2023	Change
Office of Technology Services			
Enterprise Funds	4,000,000	4,000,000	0
General Fund	610,666,226	641,118,000	30,451,774
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
<b>Total</b>	<b>796,802,226</b>	<b>827,254,000</b>	<b>30,451,774</b>

**STATE OPERATIONS - GENERAL FUND**  
**SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES**  
**FY 2023 RECOMMENDED**  
(dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Office of Technology Services	327,429,000	(44,226)	304,169,000	(11,799,226)
<b>Total</b>	<b>327,429,000</b>	<b>(44,226)</b>	<b>304,169,000</b>	<b>(11,799,226)</b>

Program	Temporary Service (Nonannual Salaried)		Holiday/Overtime Pay	
	Amount	Change	Amount	Change
Office of Technology Services	13,925,000	3,311,000	9,335,000	8,444,000
<b>Total</b>	<b>13,925,000</b>	<b>3,311,000</b>	<b>9,335,000</b>	<b>8,444,000</b>

**STATE OPERATIONS - GENERAL FUND**  
**SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED**  
**APPROPRIATIONS AND CHANGES**  
**FY 2023 RECOMMENDED**  
(dollars)

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Office of Technology Services	313,689,000	30,496,000	4,717,000	(1,182,000)
<b>Total</b>	<b>313,689,000</b>	<b>30,496,000</b>	<b>4,717,000</b>	<b>(1,182,000)</b>

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Office of Technology Services	654,000	(76,000)	284,065,000	16,065,000
<b>Total</b>	<b>654,000</b>	<b>(76,000)</b>	<b>284,065,000</b>	<b>16,065,000</b>

NYS DOB | FY2023 Executive Budget | Agency Appropriations

Program	Equipment	
	Amount	Change
Office of Technology Services	24,253,000	15,689,000
<b>Total</b>	<b>24,253,000</b>	<b>15,689,000</b>

**STATE OPERATIONS - OTHER THAN GENERAL FUND  
SUMMARY OF APPROPRIATIONS AND CHANGES  
FY 2023 RECOMMENDED  
(dollars)**

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Office of Technology Services	186,136,000	0	2,880,000	0
<b>Total</b>	<b>186,136,000</b>	<b>0</b>	<b>2,880,000</b>	<b>0</b>

Program	Nonpersonal Service	
	Amount	Change
Office of Technology Services	183,256,000	0
<b>Total</b>	<b>183,256,000</b>	<b>0</b>

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

Comprehensive Construction Program	Available FY 2022	Recommended FY 2023	Change	Reappropriations FY 2023
IT Initiative Program				
Capital Projects Fund - Authority Bonds	95,700,000	115,700,000	20,000,000	207,989,000
Federal Capital Projects Fund	0	0	0	142,021,000
Information Technology Capital Financing	0	0	0	15,994,000
<b>Total</b>	<b>95,700,000</b>	<b>115,700,000</b>	<b>20,000,000</b>	<b>366,004,000</b>

Note: Most recent estimates as of 05/11/2020