



# TECHNOLOGY



## OVERVIEW

The Executive Budget will continue to fund New York State's investment in technology, designed to expand online services available to residents, modernize systems, and identify opportunities to improve automation. The FY 2024 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, the Office of Information Technology Services (ITS), provides statewide strategic direction, directs policy, and delivers centralized products and services related to information technology (IT). ITS operates the statewide data center to support mission-critical applications for 53 agencies: including over 16 million resident accounts, 130,000 employee accounts, 100,000 telecommunications devices, 100,000 workstations/laptops, and 33 petabytes of data storage.

The Executive Budget includes a \$130.7 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 residents.

## 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 \$42.6 million in increased funding appropriations to further strengthen State and Local cyber defense and response efforts, including an expansion of Cyber Analysis Unit funding for the State Police and the establishment of a specialized Industrial Control System Assessment Team to enhance resiliency of critical infrastructure facilities across the State. Further investment in hardware and software security tools as well as cyber personnel will be included to enhance protection of State and Local systems and reduce risk and vulnerabilities.

## TECHNOLOGY AND DIGITAL 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 continues support for the digitization of government services, including, but not limited to, expanded use of digital credentials, and streamlined access to digitized government services.

The State will focus on improving resident experience through:

- Increased efficiencies to facilitate faster processing times, limit in-person interactions, and reduce the effort required to fill out and submit paper forms.
- Establishment of “One ID,” a single, verified login that can be used across State agencies to speed up access to benefits and services, and make it easier for people to verify and secure their identity.
- Adoption of “omnichannel” communication platforms that will enable residents to interact with state workers through their preferred method of communication, including voice, live chat, text, or email.
- Expansion of New York State's capacity to improve and expand digital services by growing the team of user experience researchers and designers within the Office of Information Technology Services and the Office of General Services Digital Team.