



TECHNOLOGY

The Executive Budget will continue to fund New York State's investment in technology, through initiatives designed to improve online services available to residents, as well as secure state and local data.

The State's primary technology service provider, the **Office of Information Technology Services (ITS)**, provides statewide strategic direction, policy, and 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

Several State agencies have a specific role in cybersecurity oversight, including ITS, **Division of Homeland Security and Emergency Services (DHSES)**, **New York State Police (NYSP)** and several others. Nationwide, the volume and severity of cyber threats and attacks on State and Local governments has continued to increase despite expanding awareness and mitigation efforts. The Executive Budget will include \$32.9 million in increased funding appropriations to address the growth of the Cyber Risk Remediation Program, New York Security Office (NYSOC) and Shared Services program.

## 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 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.
- 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.