

POLICY ADVICE ON REQUEST

NEW YORK STATE DIVISION OF THE BUDGET ALL FUNDS BUDGET REQUEST FY 2019-2020 STATE OPERATIONS

AGENCY **Office of Information Technology Services**

Good afternoon Chairwoman Krueger, Chairwoman Weinstein, and distinguished members of the legislature. My name is Bob Samson. I am the New York State Chief Information Officer at the Office of Information Technology Services.

Before getting into the details of ITS' proposed budget I'd like to present some context around the world we find ourselves in. Information and services are available anytime, anywhere. People now expect an immediate response from whomever they interact with – certainly from the Googles and Amazons of the world. And they have come to expect the same from their government.

Consider the things that government does. We respond to people in distress. We respond to public safety threats. We help our children. We protect our food and milk supply. We focus on improving healthcare and the environment. The services that government delivers are life-and-death critical, making government's level of responsiveness even more significant. How is New York State government meeting these expectations? The same way Apple, Google and Amazon are: through technology.

This phenomenon – leveraging technology to meet demands – cuts across all industries. As a result, technology is clearly critical infrastructure. Just as we maintain our roads, bridges and highways by keeping them free of snow, ice and potholes and enforcing regulation with speeding laws and a dedicated police force, we must do the same for our IT roads and bridges.

The Executive Budget for this coming fiscal year does that. It includes \$583 million in General Fund support for ITS to maintain the critical technology infrastructure that more than 40 Executive Branch agencies rely on to meet the expectations and needs of the residents and businesses of New York. It also includes \$96 million in capital funds for technology modernization projects.

My purpose here today is to explain how ITS will use that budget to empower New York through technology. ITS is in the position to do that because of the bold and progressive vision of Governor Cuomo. He saw this coming phenomenon and prepared for it in 2012 by transforming New York's siloed, shackled and incomprehensible IT makeup into a defined, shared, statewide IT delivery organization called the Office of Information Technology Services. Today, through ITS, New York State operates the State's technology infrastructure at scale, and New York is the only State that can say that.

What does this "scale" look like?

- ITS manages 1,600 miles of fiber network for broadband and voice connectivity for more than 5,000 agency sites;

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- ITS securely manages more than 17 million New York resident and business accounts for government services such as DMV registrations, tax filings and business and recreational licensing;
- ITS processes roughly 50 million transactions daily;
- ITS maintains and secures approximately 4,500 web, mobile and business applications and the more than 10,000 servers and 4,000 databases that support them; and
- ITS backs up approximately 25 petabytes of data every night.

By creating an IT organization that has this level of scale and sophistication, the State is better equipped to use technology to meet the increasing demands of constituents. Just how is the State going to leverage technology? We at ITS see this occurring through five over-arching technology trends.

First, ubiquitous computing. The world is increasingly instrumented, interconnected and intelligent. One example of this is the Mario M. Cuomo Bridge, which in addition to making desperately needed physical improvements, includes sensors and other technology that measure the health and safety of the bridge at all times, making it the most intelligent bridge in the world. These types of technologies – ubiquitous computing – protect the investments the State has made in the physical bridge by enabling the State to check its health in real-time and make adjustments and improvements throughout its lifetime in the most effective ways possible.

The second trend is data, which, as a metaphor, is the “new oil.” In New York State, data is growing at a rate of 30 to 40 percent annually, largely due to the ubiquity of technology I just described. New York collects data on public safety, agriculture, transportation, healthcare, child welfare, and more. But the true value lies not in the amount and types of the data we collect, but in the extraction, refinement, analysis, and visualization of such data: data is truly wisdom yet to be revealed. ITS is the technology platform from which the State can extract real value from its wealth of data and solve the grandest of our challenges.

The third trend is cloud computing. Cloud computing is now more than a place to store data and run applications. It is a place to rapidly – and securely – build and extend technology solutions to meet accelerating citizen demands. In 2018, ITS introduced the Excelsior Cloud, a first-in-the-nation, state-run, private cloud platform specifically designed for New York government entities to run applications and store sensitive information in a highly secure environment. ITS also leverages other cloud technologies in a pragmatic way.

The fourth trend is that all IT is cyber. Cyber security must be built into our business processes – and our technology solutions – from the ground up. As the State’s IT service delivery organization, cyber security is our over-arching core mission. We invest approximately ten percent of the agency budget in cyber security solutions and our New York State Cyber Command Center within ITS. If you would like a more detailed briefing on cyber, I would be happy to provide it in a closed session.

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Finally, the fifth trend is that innovation accelerates. The first four trends are interconnected and drive this acceleration of innovation. New Yorkers are engaging with their government online at an unprecedented rate. For example, New York State websites experience nearly 400 million page views annually. The public has embraced the digital world and this creates the digital imperative to which ITS and the State must respond.

You don't have to look far to see this acceleration of innovation in New York State, and we are leading. For example, we have announced:

- First in the nation Virtual Hearings for Workers Compensation;
- First in the nation New York State Business Express, to allow businesses to form quickly and efficiently;
- First in the nation Plant Inspection Mobile Application;
- First in the nation New York State Mentoring Program Portal;
- First in the nation Disaster Preparedness Asset Tracker; and
- many more.

In the end, technology touches every aspect of what government does. True innovation occurs at the intersection of process, talented people, and technology. Our vision is: "Innovation that matters . . . for all New Yorkers." Our operating priorities are to be: client-centric, focused on the needs of our agency clients; skills-based, placing our people at the center of everything we do; and process-driven, ensuring consistency and predictable execution. This is how we deliver on our commitment to help government serve all New Yorkers and continue to lead New York State ever-upward.

Thank you for this opportunity to address you today. I appreciate your support of our critical mission and thank you for your service to New York.