



**Andrew M. Cuomo  
Governor**

**Testimony  
Of  
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**Before the  
Legislative Fiscal Committees' Joint Budget Hearing  
State Fiscal Year 2013-14 Executive Budget  
Public Protection**

**Wednesday, February 6, 2013  
10:00 AM**

Good morning Chairman DeFrancisco, Chairman Farrell, and distinguished members of the Legislature. I am Brian Digman, the State's Chief Information Officer and Director of the Office of Information Technology Services. Thank you for the opportunity to appear before you today to discuss the State Fiscal Year Executive Budget as it relates to the Office of Information Technology Services.

As you know, in 2012 Governor Cuomo advanced and you approved legislation to create the Office of Information Technology Services (ITS), to fold the State's information technology resources and expertise into a single agency. The consolidation is in keeping with the Governor's efforts to break down the traditional, rigid agency silos, where technology efforts were often duplicated and incompatible, and customer service suffered. With this new enterprise approach to information technology management and operations, the State will be well-situated to take advantage of ever-evolving technology and provide better services both to the public and to agencies more efficiently, at a reduced cost to taxpayers.

Two key components of the IT consolidation were the transfer of over 3,300 IT professionals from 37 agencies to ITS in November of 2012, and the organization of ITS into eight clusters, based on agencies' related functions and responsibilities. Employees are now able to share expertise across many programs, within each cluster and among clusters, and can be quickly and appropriately re-tasked to meet emerging needs. Skill shortages in one program can be addressed by appropriately redeploying staff from areas where needs are not as high. As the new name indicates, the Office of Information Technology Services is a service agency, and we will ensure that our employees receive the training necessary to meet the needs of ITS' customer agencies to help them, in turn, better serve their customers.

Also integral to the Governor's IT transformation initiative are four core IT consolidation projects aimed at streamlining the government's IT infrastructure and saving taxpayers money.

These projects are:

- **Data Center Consolidation** – ITS is leading the consolidation of over 50 data centers into a primary data center site and at least one disaster recovery site. Nine centers will be closed by the end of February, with more planned to be consolidated in 2013-14. Impacted data center employees will be redeployed.
- **Email Consolidation** – ITS is leading the consolidation of the 27 different email systems currently in use by State agencies into a single system for all agencies, to enable seamless collaboration among State employees across the State enterprise and to decrease the complexity of email system maintenance. ITS is planning to reduce the 27 email systems to 17 by the end of the March and from 17 to 1 by next fall.
- **Voice over Internet Protocol (VoIP) Implementation** – ITS is leading the migration of 130,000 traditional state phones to voice-over-IP, which will provide enhanced functionality at a significantly lower cost.

- **Enterprise Identity Access Management (EIAM)** – This initiative will provide customers and State employees with a “single sign-on” to access State services and applications. The “single sign-on” will be accomplished by consolidating and leveraging existing Identity and Access Management investments while establishing a new shared services solution that satisfies the State’s unique business, functional, and technical needs.

In just one year, the State has experienced many of the benefits that technology transformation can bring. One of the most noteworthy examples came to light during the relief efforts in the aftermath of Hurricane Sandy. As a result of the storm, the Department of Financial Services (DFS) was facing a significant challenge: the Department’s offices in New York City were flooded, leaving its connections to its Upstate offices, email system, and customer databases inaccessible. Meanwhile, DFS employees were called upon to assist victims of the superstorm without access to their data, files or offices. The restructuring allowed ITS to respond quickly to support DFS. What did this mean to citizens?

- DFS had the disaster hotline open in 12 hour shifts immediately after the storm and went to 24/7 in less than two weeks.
- DFS issued 19,000 temporary adjuster licenses and was able to start two days after the storm on October 30.
- DFS staffed as many as 40 Disaster Relief Centers in the immediate aftermath of the storm

Such sharing of State resources – both personnel and equipment – would have taken weeks or months to accomplish in the siloed environment that existed prior to consolidation.

Governor Cuomo is streamlining government and making it work better for our citizens. IT consolidation embodies the Governor’s vision, and the State Fiscal Year 2013-14 Executive Budget provides ITS with the resources needed to continue to implement the goals of government efficiency and enhanced customer service. Going forward, the State will adopt uniform IT standards across agencies, enabling New York to leverage its significant buying power to achieve optimal pricing. IT investments will flow through a common governance process to ensure they are targeted toward initiatives that will benefit users and the citizens who rely on State IT systems. Resources will be shared among agencies so that if an agency has invested in the development of an application, that technology will be available to every agency.

As a result of consolidating the State’s information technology resources and personnel, agencies can share wins across the enterprise and minimize burdens. Enterprise technology is making government smarter, more efficient and more agile. It is enabling better customer service at a reduced cost to the taxpayer. It is making government work better for the people who live and work in New York State and those who visit the Empire State.

Thank you for the opportunity to speak with you today. I welcome your questions and comments.