

**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TESTIMONY
BEFORE THE CITY COUNCIL COMMITTEES ON FINANCE, LAND USE AND TECHNOLOGY
FISCAL YEAR 2011 EXECUTIVE BUDGET
TUESDAY, MAY 25, 2010**

Good afternoon Chairs Recchia, Comrie and Garodnick, and members of the City Council Committees on Finance, Land Use, and Technology. My name is Carole Post, the Commissioner of the Department of Information Technology and Telecommunications, or DoITT. Thank you for the opportunity to testify today about DoITT's Fiscal 2011 Executive Budget and some of the agency's recent accomplishments as well as initiatives, and goals for the year to come. With me today are Ron Bergmann, DoITT's First Deputy Commissioner, Mitchel Ahlbaum, DoITT's General Counsel and Deputy Commissioner for Franchise Administration, and John Winker, our Associate Commissioner for Financial Services.

I would like to begin by presenting DoITT's budget summary followed by an update on some of the agency's most recent work and vision for the future.

DoITT's Fiscal 2011 Executive Budget provides for operating expenses of approximately \$359 million, an increase of \$1 million from the Fiscal 2010 Adopted Budget, and a net decrease of \$24 million over Fiscal 2010's current modified budget. The budget includes \$94.9 million in Personal Services to support 1,206 full-time positions, and \$264.5 million for Other than Personal Services. Of the \$264.5 million, 41 percent, or \$108 million, represents Intra-City funds to be transferred from other agencies to DoITT for services it provides. Telecommunications costs represent the largest portion of the Intra-City expense. Fiscal 2010 Intra-City telecommunications expenditures are budgeted at \$105.8 million, while total telecommunications costs are budgeted at \$126 million.

DoITT has met a three percent reduction target during the Fiscal 2011 Executive Plan. The agency's total Expense budget was reduced by \$1.9 million in Fiscal 2011, and \$4.1 million in Fiscal 2012 and each of the out-years.

Since we last testified before these Committees during our preliminary budget hearing, DoITT has continued its work toward the goals set forth in our 30-Day Report to the Mayor which I was charged with conducting upon my appointment last December. I would like to take a few moments to update you on the progress of several of the most critical elements of that plan.

Primary among the agency's goals is the citywide IT infrastructure services initiative, known as CITIServ. The program will modernize the City's IT infrastructure environment by consolidating disparate data centers, reducing the City's infrastructure footprint, and providing a more unified IT infrastructure to a broad range of City agencies.

An example of CITIServ in action is now underway with the Department of Finance. When Mayor Bloomberg announced the CITIServ initiative in March, he did so at one of the Department of Finance's data centers in Brooklyn. The facility is substandard and outmoded with limited space, power, and cooling capacity. By decommissioning this data center and migrating it to DoITT, we will enable DOF to repurpose the space for more appropriate uses and avoid future costs associated with energy, maintenance, staffing, etc., which for IT are often at a premium. By applying this approach to the more than 50 disparate facilities across the City, CITIServ allows us to accrue significant savings while modernizing our IT operations.

Cost savings will also be achieved by migrating certain agency applications to a centralized and virtual environment. For example, later this year we will begin migrating two Department of Education applications to the CITIServ environment – the Achievement Reporting and Innovation System (known as ARIS) and the Special Education School Improvement Specialists program (known as SESIS). When complete, this will eliminate DOE's need to pay an outside vendor substantial, recurring costs for hosting these critical applications.

Where appropriate, we will also employ elements of "cloud computing" technology to deliver on-demand network access to a shared pool of computing resources. This pooling of resources allows the City to rapidly scale to meet changing customer demands.

The principle behind centralizing common infrastructure to improve service delivery and reliability has also been illustrated through another DoITT-led Citywide IT initiative: the New York City Wireless Network, or NYCWiN. There are currently more than 30 applications serving 18 agencies running over the network, representing hundreds of thousands of wireless transactions every day. Chief among these are the Department of Environmental Protection's automated meter reading program (with nearly 320,000 of a planned 800,000 wireless meters currently operational), and remote traffic signal control for 2,400 traffic signals, which has saved the Department of Transportation millions of dollars in private network payments.

We have also significantly improved our use of Automatic Vehicle Location (AVL) technology. AVL is now in use in more than 400 vehicles across the City, including Sanitation trucks and DOT meter collection vehicles.

We are also now working with NYPD to install NYCWiN modems in police vehicles to enable access to a wide array of crucial information to officers on the move – including driver's license scanning, mug shot downloads, and license plate reader capabilities. As we know, in public safety seconds matter – and having immediate, remote access to vital information on-the-spot is not just a matter of efficiency.

Overall, NYCWiN provides the City with numerous opportunities to pursue cost-cutting and efficiency improvements within the City and with other partners such as the MTA and Con Edison. In Fiscal 2011, we intend to add another 10,000 devices to NYCWiN serving a wide range of public safety and public service needs.

Continuing on the public safety front, in June, we will be facilitating the co-location of the Emergency Medical Dispatch personnel into the Public Safety Answering Center, or PSAC 1; they will be joining the Fire Department personnel who migrated to the downtown Brooklyn facility last fall. In addition, we have begun site work at the PSAC 2 facility in the Bronx and expect the building foundation to be laid in the coming months. Construction and commissioning of the facility is targeted for completion by the end of 2013.

While these programs represent large-scale technology efforts, DoITT also has a tremendous obligation to effectively deliver smaller scale, but mission critical programs, to dozens of City agencies every day. To that end, we have re-organized our project management office (PMO) to provide more structured oversight for the diverse portfolio of technology projects serving nearly every City agency. All programs, projects, and initiatives will be managed within the PMO and regularly monitored by their respective project teams and stakeholders. There will be a renewed emphasis on transparency and accountability for this portfolio, with a clear window into the projects that are underway, which resources are committed to them, and when the projects will be delivered.

Similarly, we have re-organized to provide more rigorous and comprehensive management of DoITT's considerable array of vendor and consultant engagements. DoITT is establishing an IT Vendor Management Program that will examine current procedures related to vendor-accountability, introduce new best practices for vendor selection and compensation, and increase transparency in vendor engagements. This office will also manage the on-boarding, activity tracking and off-boarding of vendors and consultants; as well as develop and oversee a performance evaluation tracking and reporting protocol to ensure that IT vendor resources at DoITT – and throughout the City – are delivering on time and on-budget for New Yorkers.

One of the important agency partner programs we will be delivering this fiscal year is the Connected Learning initiative with DOE. In March the City was awarded \$22 million in Federal Stimulus funding to support its efforts to expand broadband adoption. This funding will enable DoITT and DOE to provide more than 18,000 low-income sixth grade students and their families in roughly 100 low-income schools with home computers, broadband service, digital literacy training and an array of resources to better link the home and school learning environments.

In addition, we have applied for funding to support programs aimed at providing over-age, under-credited students with free computers, discounted broadband service and digital literacy training; as well as expand the availability of public computer centers to serve the City's highest-poverty areas. Results of these grant requests are expected in the fall.

I was also pleased in March to join Chair Garodnick and Aging Committee Chair Lappin to launch the City's first Virtual Senior Center with Department for the Aging Commissioner Barrios-Paoli and corporate sponsor, Microsoft. The Virtual Senior Center is an innovative, public-private partnership that uses computer, video and Internet technology to create an interactive experience for homebound seniors. Going forward, DoITT will aim to foster additional partnerships of this nature to increase broadband availability, including efforts to expand WiFi access in City parks and other public spaces.

To conclude, I would like to outline a few recent initiatives by our Office of Web and New Media Operations, which is responsible for enhancing the City's use of web tools to support customer interactions and using social media to advance the goals of open government. While these efforts are largely driven by our intention to be more innovative and responsive to the changing government-to-customer environment, they also help preserve the quality of service that has come to be expected from our 311 Call Center.

While we were able to avoid significant service impacts to 311 for the coming fiscal year, it remains a challenge to manage diminishing resources and ever-increasing customer demands. To ensure consistent, high-quality service, we continue to complement the Call Center's phone service with innovative tools to serve New Yorkers.

First are the recent improvements to 311Online. Introduced in 2009, 311Online allows users to obtain information, report problems, and check the status of previously-filed complaints via the web. 311Online now enables users to access that content in more than 30 languages, use an enhanced Site Finder to search for City and non-profit programs, and customize sections of the site based on information and services most relevant to them.

Second is the recently-launched 311 iPhone application. Available free at Apple's App store, this application makes reporting a problem easier than ever. It uses GPS to recognize the user's location, provides a menu of common quality-of-life conditions to select from like damaged street signs, potholes and graffiti, and allows the user to upload up to three pictures to accompany the complaint. The mobile app can also be used to report lost property in a taxicab. These submissions go directly to 311 and are tracked for follow-up by the responding agency.

We are now averaging about 100 new users of this app per week, and in Fiscal 2011 intend to launch several more mobile device applications for a variety of uses.

Finally, as the flood of social networking tools continues to transform the ways customers interact with government, New York City will do more than simply present pre-packaged information to the public – we will continue to make raw data available for users to build applications of their own. In the coming year DoITT will add datasets to and improve the usability of the New York City DataMine, a repository of nearly 200 datasets collected from dozens of City agencies that is available free, anytime to the public. The NYC DataMine is easily searchable and sortable, inviting visitors to provide feedback on which new datasets should be added. Going forward, we anticipate working with the City Council to codify parameters around these and similar open data initiatives for future generations of New Yorkers.

What I have spoken of today represents several of DoITT's most crucial initiatives, but is just a small portion of the ambitious agenda we have set for ourselves. We appreciate your support as we pursue this agenda and thank you again for your time this afternoon. This concludes my prepared testimony, and we will now be pleased to address any questions.