DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TESTIMONY
BEFORE THE CITY COUNCIL COMMITTEES ON LAND USE AND TECHNOLOGY
FISCAL YEAR 2015 PREMLIINARY BUDGET
THURSDAY, MARCH 6, 2014

Good afternoon Chairs Greenfield and Vacca, and members of the City Council Committees on Land Use and Technology. My name is Evan Hines and I am Acting Commissioner of the Department of Information Technology and Telecommunications (DoITT), and New York City's Acting Chief Information and Innovation Officer. Thank you for the opportunity to testify today about DoITT's Fiscal 2015 Preliminary Budget. With me are Annette Heintz, Deputy Commissioner for Financial Management and Administration; John Winker, our Associate Commissioner for Financial Services; and Charles Fraser, our General Counsel.

DoITT's Fiscal 2015 Preliminary Budget provides for operating expenses of approximately $457 million. The budget provides for $93 million in Personal Services to support 1,243 full-time positions and $364 million for Other than Personal Services. Of the $364 million, 31 percent, or $113 million represents Intra-City funds that have been transferred from other agencies to DoITT for services it provides. Telecommunications costs represent the largest portion of the Intra-City expense. Fiscal 2014 Intra-City telecommunications expenditures are budgeted at $86 million, while total telecommunications costs are budgeted at $123 million.

This budget represents an increase of $10 million from the Fiscal 2015 November Budget and an overall net decrease of $50 million from the Fiscal 2014 current modified budget. The $10 million increase to the Fiscal 2015 November Budget is mostly attributable to OTPS funding associated with ongoing maintenance costs required to support recently approved capitally-funded initiatives. DoITT also received some funding to convert inter-fund agreement positions to tax levy funded positions. The net decrease between the Fiscal 2014 current modified and the Fiscal 2015 Preliminary Budget allocations represents a drop in Inter-fund agreement funding after 2014 and one-time grant funding that was only allocated in the Fiscal 2014 current modified budget. Any unspent Fiscal 2014 grant funding will be rolled over into Fiscal 2015.

DoITT, the City's technology leader and IT utility, is responsible for providing core IT assets – scalable, critical infrastructure and a backbone for City operations. We operate data centers, independent fiber and wireless networks, and digital services like *NYC.gov* and NYC 311 that ensure uninterrupted access for New Yorkers in times of emergency and non-emergencies alike.

With a focus on people, processes, technology platforms, and partnerships DoITT is making progress toward ensuring that New York City continues to lead in public sector service delivery and technology innovation. Some recent achievements, as well as critical initiatives that DoITT will be pursuing in Fiscal 2015 include:

NYC.gov, the City's official website, receives more than 35 million unique visitors each year. DoITT recently upgraded and modernized the site, including the design and build of key portal pages, as well as the introduction of new information architecture, content taxonomy, user functionality, interface and interaction design, and visual branding. This significantly improves the City's ability to serve the public. The new platform also upgrades existing City Clerk online forms, 311Online, Taxi and Limousine Commission License Application Renewals, and Department of Records online forms.

NYC 311, the City's destination for government information and services, has received more than 178 million calls and has been the main source for New York City non-emergency government information

since 2003. Today, NYC 311 is available in nearly 180 languages. Each day it serves 50,000 customers, filing 7,700 requests by telephone, smart phone apps, online self-service, text messaging, and Twitter. DoITT is continually expanding how its customers can interact with 311 through innovative technology. The latest additions include: an interactive Frequently Asked Questions, a trial program for online chat and predictive answers, expanded mobile capability, and greater social media interaction.

CITIServ, the City's IT Infrastructure consolidation effort, will centralize more than 40 data centers when complete. CITIServ provides unified data center operations, business continuity, and other shared services. To date, DoITT has migrated 27 agencies to the CITIServ environment and centralized email systems for 53 agencies – more than 66,000 email accounts.

CityNet, the City's institutional fiber network, provides voice and data services to City employees and hundreds of municipal facilities. All 27 network locations have been upgraded, increasing the network's bandwidth, capability, and resiliency to ensure rapid data transmission internally and externally.

Citywide VoIP (Voice over Internet Protocol), a more resilient telephony solution, allowed the City to maintain a network uptime of 99.97 percent for Fiscal 2013. In 2012-2013, in the wake of Hurricane Sandy, DoITT expedited the migration of approximately 5,000 City telephones to VoIP. In Fiscal 2014, DoITT will continue transitioning agencies from the traditional phone system to VoIP to realize the functional and financial benefits of the new technology. In total, DoITT provides voice services for more than 108,000 desk telephones and mobile devices.

NYC Open Data, a major piece of the City's open government effort, is enabling greater innovation, engagement, efficiency, and transparency. Local Law 11 of 2012 – the most progressive open data law in the country – mandates that all qualifying City-managed data be made available to the public through a single web portal at nyc.gov/data by 2018. There are now more than 1,100 unique datasets on the portal, offering powerful insights into government operations. The next milestone comes in July 2014, when DoITT and the Mayor's Office of Data Analytics provide the annual update to the NYC Open Data Plan, detailing the City's progress in opening public data since the previous report.

NYC Connected Communities, a variety of interrelated technology initiatives, increases public access to and adoption of broadband in underserved communities. Over the last three years New Yorkers have participated in more than three million sessions of NYC Connected Communities programming. From accessing computers, printers and Internet service via NYCHA's traveling Digital Van to computer classes available in over 100 public computer centers, these initiatives are narrowing the digital divide across all five boroughs. Funding was added to DoITT's Fiscal 2015 budget to sustain this program moving forward and DoITT is working with partner agencies to continue providing critical broadband technology access.

These programs are in addition to the public technology benefits the City has ensured by working with cable franchise providers. Cablevision has provided free, commercial-grade Internet service to all 77 public libraries in its service area in Brooklyn and the Bronx, and Time Warner Cable has launched 12 Internet-ready public computer centers in partnership with local not-for-profit organizations, with 28 more to come by 2020.

Public WiFi is now available in more than 60 parks and public spaces across the five boroughs, with hotspots in Coney Island and Far Rockaway Beach boardwalks to launch by summer 2014. And in Harlem, DoITT and partners are building the country's largest continuous free outdoor WiFi network. This network is currently live from 110th to 120th streets between Frederick Douglass Boulevard and Madison Avenue. When fully built out, the network will extend to 138th street offering seamless

coverage to 95 city blocks and 80,000 local residents, 13,000 of whom live in public housing. Over the last month, more than 9,000 people used the wireless network.

Through these initiatives driven by our dedicated employees, DoITT is modernizing government technology platforms, initiating new processes that enable a more efficient and effective government, and setting the groundwork for more innovation in Fiscal 2015 and beyond.

Thank you again for the time this afternoon. We will now be pleased to answer your questions.