

Leadership Institute

January 4, 2011

NYC Dept. of Information Technology
& Telecommunications (DoITT)

Carole Post
Commissioner

DoITT Overview

DoITT
is

1 Modernizing

Implementing state-of-the-art technology to improve services for New Yorkers

2 Unlocking

Making NYC government more transparent & accountable to New Yorkers

3 Innovating

Employing innovative tools, methods and relationships to empower New Yorkers

DoITT is...

- 1200+ employees
 - 300 311 Call Center Representatives
 - 600 IT Services employees
 - 300 Administrative employees
- Locations in Manhattan, Brooklyn, and the Bronx
- Capital budget = \$1 billion
- Operating budget = \$360 million
- Revenue= \$120 million

DoIT today

- IT Utility
- Citywide IT Help Desk
- Network Provider
- Emergency Services & Security
- Programmers
- Technical Resource
- Pay Phone Enforcement
- Webmasters
- Mainframe Systems
- Purchasing Agent
- Consultant
- IT Infrastructure
- Research & Development
- Call Center Operator
- IT Service Provider
- Data Pipeline
- Cable Franchisor

Enabling the Connected City – The 30-Day Report



- **“Delivery Strategy”** refers to DoITT’s core service delivery initiatives, which underpin the critical work necessary to meet the City’s technology needs and provide the highest quality customer service.
- **“Accountability”** refers to DoITT’s responsibility to be fully answerable to support the Mayor’s mandate. Roles and responsibilities will be clarified and objective performance metrics established.
- **“Asset Stewardship”** refers to DoITT’s role to efficiently and cost-effectively develop and manage the City’s technology resources: fiscal and physical plus vendor oversight.
- **“Workforce Development”** refers to growing DoITT into a rewarding and desirable career destination.
- **“Professional Profile”** refers to DoITT’s unique brand that should connote excellence in service delivery and professionalism for internal and external stakeholders.
- **“Great Service. Great City.”** summarizes the driving force behind DoITT’s work: Customer Service.

Executive Order #140 and CITIServ

Current State – IT in NYC

- IT is currently managed in a decentralized manner across dozens of agencies
- Lack of citywide policies and standards
- Little collaboration for enterprise solutions
- Not leveraging the City's buying power
 - Thousands of contracts and license agreements with the same providers
 - IT Procurement within each City agency



EO 140 Overview

- 1. Provides for Infrastructure consolidation including deadlines for e-mail hosting (Dec 2010) and help desk (June 2011)**
- 2. Provides for adoption of IT policies and standards that have Citywide implications**
- 3. Provides for two governing bodies:**
 - Strategic Governance Board – Deputy Mayors and oversights**
 - Technology Governance Board – Agency IT and business reps**
- 4. Retains application development with agencies with review process to mitigate redundancies and encourage re-use of existing tools**
- 5. Requires performance reporting and metrics**

Citywide IT Policies & Standards

1. Security Policy
2. Architecture Platform Standards
3. Citywide Contracts (Includes: Microsoft ELA implementation)
4. Mobile device policy
5. GIS

Microsoft Enterprise License Agreement

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Today's News Tuesday, August 31, 2010

Catching Greg Ball

The state GOP has forsaken Republican Assemblyman Greg Ball in his bid to replace state Sen. Vincent Leibell, who is retiring. But only recently has it begun to put money behind its designated candidate in the primary. Since January, Ball has spent more than \$300,000 campaigning for the state Senate seat. Mary Beth Murphy, a Town of Somers supervisor in Westchester, spent a mere \$25,000 in the same period. It was only in mid-July that state Republicans began to close the spending gap. They've invested \$65,922 in Murphy's campaign in the past month. With two weeks before the primary, Murphy has \$34,000 in cash compared with Ball's \$50,000.

Mayor to his bureaucracy: Just Do ITT

The data-driven, technology-focused Bloomberg administration has slowly raised the profile and prominence of the city's Department of Information Technology and Telecommunications.

First the mayor created the agency's signature program, 311, now, through an executive order he plans to sign after Labor Day, recalcitrant agencies will be required to give up control of their spending on computers and other information technology.

The executive order formalizes DoITT's power to manage the Office of Management and Budget controls the allocation of money to control the allocation of the city's technology resources.

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Cuomo's Interior Battle

NEW YORK | OCTOBER 21, 2010

City Sets Deal With Microsoft

New York Sees \$50 Million in Savings

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Microsoft and New York in Software Deal

By ASHLEE VANCE
Published: October 20, 2010

New York City has put the squeeze on Microsoft, negotiating a bulk software purchase that should lower technology costs for the city and give government workers access to more modern applications.

Enlarge This Image

Instead of having dozens of agencies buy business software from Microsoft, New York has set up a citywide, 100,000-person deal that it says will save \$50 million over five years. Mayor Michael R. Bloomberg and Steven A. Ballmer, Microsoft's chief executive, announced the agreement Wednesday morning at City Hall, hailing it as a "first of its kind" arrangement with a value of about \$20 million a year.

"I am sorry if you are looking for a story of

PH DE AVILA

oft Corp. will provide New York City with an array of computer services under a five-year agreement announced Wednesday, a coup for the tech giant in its race against Google Inc. for local contracts.

reement, unveiled at a City Hall news conference by Microsoft CEO Steve Ballmer and Michael Bloomberg, will consolidate all previous agency-by-agency service arrangements into a single citywide contract. The agreement is expected to save the city \$50 million over five years.

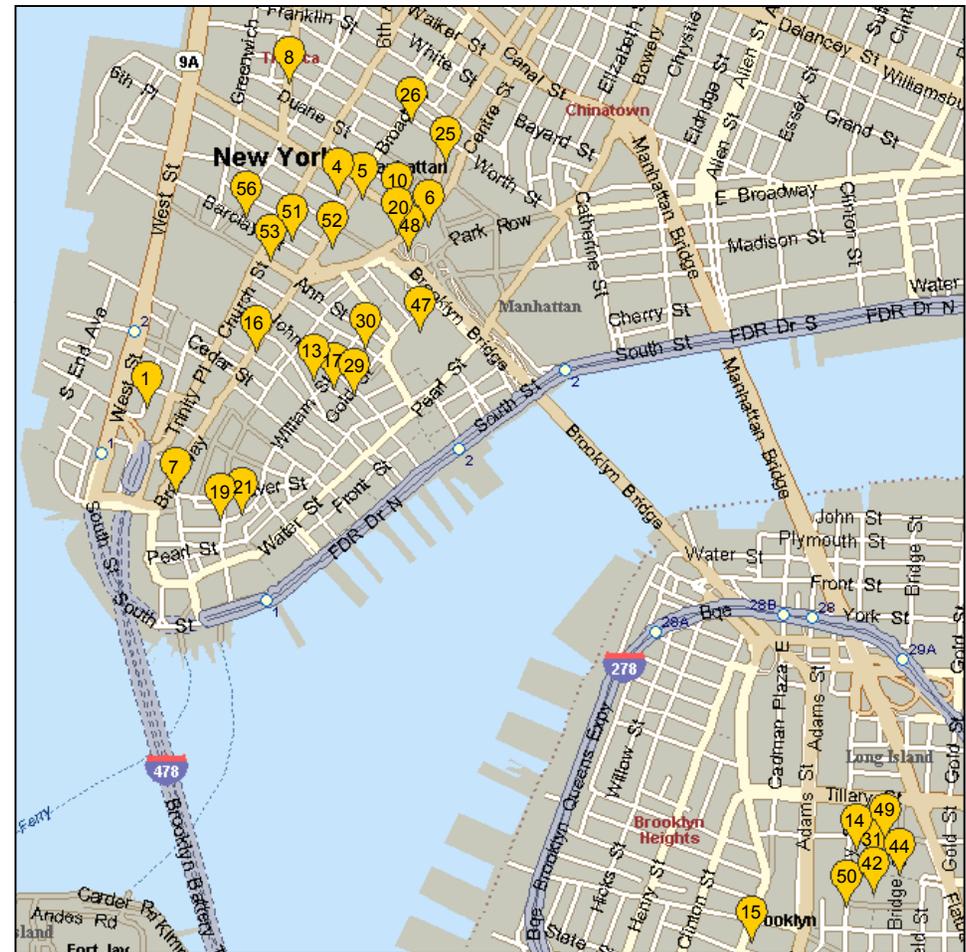
The previous arrangement "was complicated, cumbersome and needless to say not very cost effective," said Mr. Bloomberg. "The economic downturn forces governments and companies to look and see whether what they've been doing is really necessary and to



CITIServ: IT Infrastructure consolidation

Today...

- Fragmented across 83 City entities
- More than 60 unique data centers of varying sizes and conditions
- Suboptimal disaster recovery, security planning, and 24/7 support



CITIServ: IT Infrastructure consolidation

Tomorrow...

- Unified data center operations
- Unified disaster recovery facilities
- State-of-the-art IT shared services provided to City agencies
- Enterprise approach to IT service delivery
- Support individual agency application development and business solutions



DoITT Service Catalog

A complete catalog of IT services with defined lifecycle and performance standards

NYC Information Technology & Telecommunications: Shared Services Catalog

March 23, 2010

Home

Application Services

Consulting, Guidance, and Policy

Open Government

Hosting

Network

Service Desk

Communications

Enabling the Connected City

As New York City agencies transition to cloud-based information technology solutions, they are often helped by shared services, which align, level up, and consolidate resources to meet their needs.

This catalog often helps agencies streamline their IT staffing, and the City's Office of Information Technology and Telecommunications (DoITT) mine and share best practices.

Services

Analytics/BI

Blackberry

BPN CityNet

Business Applications

Service Spotlight

Hosting Services (CITIServ)

DoITT Hosting Services provide reliable, monitored, secure and managed hosting solutions on multiple standard platforms for agency business applications. The CITIServ Data Center features: environmentally controlled raised floor computer rooms, full power system redundancy, uninterruptible Power Supply (UPS), generator backup.

Unix Application Hosting

DoITT Unix Application Hosting provides highly secure systems with disaster recovery capabilities. This service includes multiple, redundant and diverse high-speed Internet connections, security systems and zones, procedures, cooling and environmental systems and redundant power. Virtualization creates multiple virtual machines on a single physical machine, sharing the resources of that single computer across multiple environments. Virtualization delivers high performance and redundancy, a reduced carbon footprint and significant cost savings to your Agency.

[Read More](#)

[Submit Request](#)

Wintel Application Hosting

DoITT Wintel Application Hosting provides highly secure systems with disaster recovery capabilities. This service includes multiple, redundant and diverse high-speed Internet connections, security systems and zones, procedures, cooling and environmental systems and redundant power. Virtualization creates multiple virtual machines on a single physical machine, sharing the resources of that single computer across multiple environments. Virtualization delivers high performance and redundancy, a reduced carbon footprint and significant cost savings to your Agency.

[Read More](#)

[Submit Request](#)

CITIServ



CITIServ provides a variety of shared IT Services to New York City agencies. It provides agencies with the same services that they currently manage individually, but the shared structure provides a number of significant benefits. Receiving IT services from CITIServ allows agencies to stay focused on their core business missions while benefiting from reliable, high-quality and cost-competitive IT services.

CITIServ offerings include:

- [Hosting Services](#)
- [Network Services](#)
- [Service Desk](#)
- [Communication Services](#)



Managing CITIServ's Moving Parts: Service Delivery and Support

Objective:

- Develop a consistent set of operational processes and protocol in order to properly enable the delivery and support of IT services

Remedy Enterprise Service Management

Support Console

Assigned Requests Show: All

Request ID	Summary
HD00257257	Please reinstate BIS User ID and Password for BIS Test Environment
HD00257245	Request for a Domain Admin Account
HD00256754	DOE School Zone Finder website error See Attached
HD00253739	Add server 161.185.1.38 as an asset to Mainframe DBA Team

More Information:

Request Type: [] Description: []

Case Type: []

Work Log: []

Bulletin Board

Short-Description	Priority	Region	Create-date
CHANGE MANAGEMENT P	Medium		4/21/2009
Asset Speed Form User Guid	Medium		2/11/2009
To Create AN Outage Log e	High	DOITT	2/6/2009 8
CALL CENTER MODES OF	Medium		1/12/2009
311 Change Policy and Guid	Medium		12/11/2008

Remedy Help Desk Case *The City of New York*

Summary* Remedy - Troubleshooting

Description* REMEDY LOGIN

Case ID* HD00351461

Category* Application

Type* Client/Server

Item* Remedy

Assigned Agency* DOITT

Assigned Group* DOITT:Remedy Admin

Individual* Anatashia Simon

Case Type* Incident

Status* Resolved

Priority* Low

Request Impact Low

Current Case Solution

Summary: corrected user profile

Details: corrected user profile

Root Cause: []

Resolution Method: []

Buttons: Propose Solution, List Possible Solutions

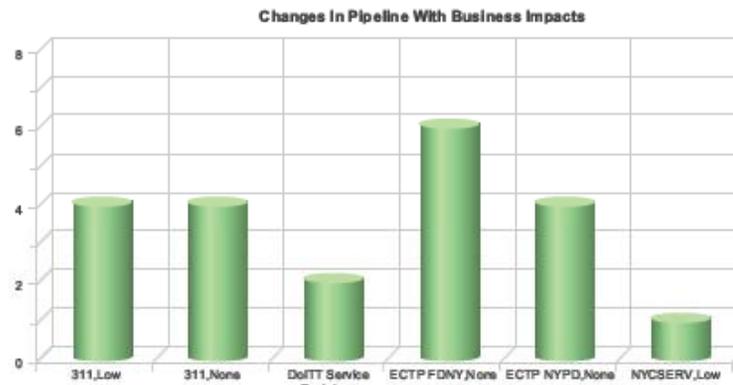
Footer: Save, Print Case, Reports, Bulletin Board, Reminders, Create Change, Close, Help

Sample Reporting Outputs: Service Desk

ILLUSTRATIVE

Changes Scheduled Current Week

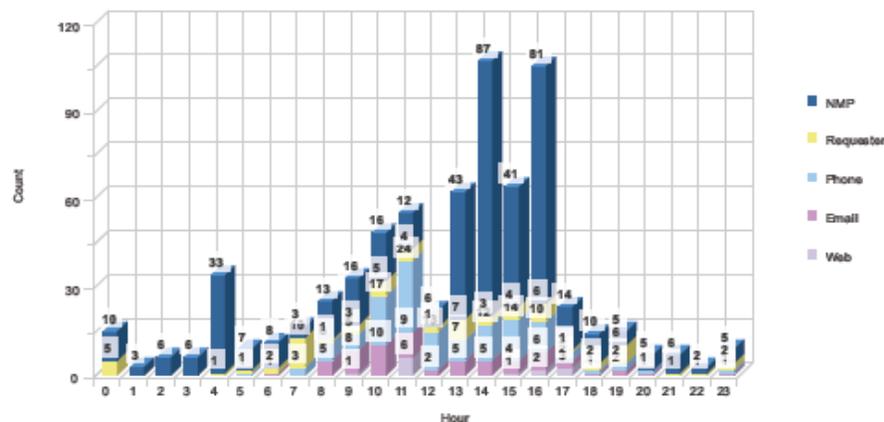
The following graph illustrates pending changes (next 7 days) with a high impact to a business or agency. The following table identifies the specific change and responsible group.



Business Impact	Changes	Business Risk
311	4	Low
	4	None
DoITT Service Desk	2	Low
ECTP FDNY	6	None
ECTP NYPD	4	None
NYCSERV	1	Low

Incident Creation By Hour - Yesterday

The following charts illustrate the number of incidents created via the Service Desk and supporting automatic discovery products on a per hour basis.



Managing CITIServ's Moving Parts



Agency Assessment Prioritization

Current Agency assessments

1. DHS*
2. ACS/DJJ*
3. BERS*
4. DEP*
5. DOB*
6. DOE*
7. DOF*
8. DSNY
9. DYCD*
10. HPD
11. MOME*
12. OCME
13. RecTech
 - BSA*
 - CCRB
 - CCHR
 - EEPC*
 - OATH*
 - OCB
 - OLR
 - TLC

Agency assessments planned for 2011

1. DCA
2. DCAS
3. DCLA
4. DCP
5. DDC
6. DOC
7. DoHMH
8. DOP
9. DOR
10. DPR
11. OPA
12. SBS

2011: Q1 & Q2 above dotted line
2011: Q3 & Q4 below dotted line

Agency assessments planned for 2012

1. EDC
2. FISA
3. HHC
4. HRA/DFTA
5. LAW
6. LPC
7. Mayor's Office
8. NYCHA
9. OEM
10. OMB
11. SCA
12. DOI
13. DOT

2012: Q1 & Q2 above dotted line
2012: Q3 & Q4 below dotted line

*Agency assessments completed in 2010

Notes: Email and Service Desk are being assessed in a separate channel
HHS Connect currently being hosted by DoITT

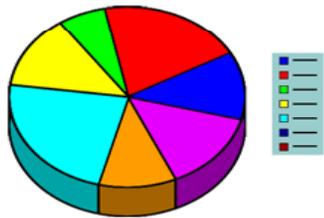
Project Management Services

PMO Re-Organization



Agency Relations Group

- Improve the frequency and quality of communication with agencies
- The agency gateway to everything DoITT



Project Portfolio Management and Enterprise Architecture Group

- Combined PPM and EA practices
- Assist agencies by using standard and enterprise technologies

Project Management Office



- Consolidated project managers into a central PMO
- Increase the clarity of project management roles
- Ensure that DoITT methodologies and standards are applied
- Cross-train project managers to better utilize existing resources

Enterprise Capability Center (ECC)

- No business owner/driver for citywide capabilities
- Redundant projects
- Lost opportunities for enterprise-wide solutions and cost savings

Enterprise Capability Center (ECC)

1. Customer Relationship Management (CRM) Correspondence Service Request Management	9. Content Management Document Management Archiving
2. Inspections	10. Master Data Management
3. Licensing & Permitting	11. Contracts Management
4. Payments and Revenue Collection	12. GIS, Mapping & Location-Based Services
5. Asset/Inventory Management	13. Mobile Applications
6. Planning & Budgeting	14. Real Estate Management
7. Performance Management/ Business Intelligence	15. Human Resources Management
8. Procurement	16. Fleet Operations

Enabling an Open, Transparent, and Participatory Government

OpenNYC
 Mayor's Office of Operations

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Search

- ▶ Home
- ▶ CPR: Agency Performance Reports
- ▶ CPR: PlaNYC/Sustainability Reports
- ▶ Mayor's Management Report
- ▶ SCOUT
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Welcome to OpenNYC

OpenNYC is the City's one-stop-shop for all essential data, reports, and statistics related to City services. From this page you can access a wide array of performance-related information including Citywide and agency-specific performance, 311-related information, and interactive mapping features for selected performance data and quality of life conditions. A snapshot of the available information is provided below.

Access the [CPR Fact Sheet](#) to learn more about OpenNYC and CPR.

Click on an icon or link below to navigate to the report content.

Transparency Project

The Transparency Project is a one-stop resource including information on political campaign contributions, lobbying, discretionary awards, City contracts, vendor information and a multitude of financial transactions with the City.

Customer Service Reporting

Customer Service Performance Reporting allows users to access information about agency performance related to key customer service activities. Performance is tracked across different customer service channels, like average time to respond to written correspondence, number of unique visitors to an agency's website, wait-times at City service centers and at call centers.

Enhanced 311 Reporting

The Enhanced 311 Reporting tool provides the public with a wealth of information about 311 calls, with historical data and mapping capabilities. Using this tool, New Yorkers can build their own reports about the 311 complaints received at a citywide level, as well as by City Council District, borough, zip code and community board.

CPR: Agency Performance Reports

Review a dashboard of overall Citywide performance over time, as well as critical performance measures for more than 40 City agencies, and compare year-to-date and long-term trends.

CPR: PlaNYC/Sustainability Reports

Review performance measures related to the City's long-term sustainability and track progress toward the City's comprehensive PlaNYC 2030 initiatives.

NYC Service Performance Tracker

Review the performance of major volunteer and civic engagement initiatives managed by NYC Service

SCOUT

Review interactive maps showing street conditions, such as potholes and catch basin defects, and the progress of repairs by specific location or neighborhood.

Mayor's Management Report (MMR)

Review the public report card on City agency performance published twice a year, including a description and source of information for each MMR statistic.

OpenNYC Stimulus Tracker

With the OpenNYC Stimulus Tracker, New Yorkers can track the City's use of federal stimulus/recovery funds provided through the American Recovery and Reinvestment Act of 2009 (ARRA).

NYC Data Mine

The City of New York Data Mine increases the accessibility of public data generated by the various New York City agencies. As part of an initiative to improve the accessibility, transparency, and accountability of City government, this catalog supplies access to a repository of government-produced, machine-readable data sets.

My Neighborhood Statistics

Review tables and color-coded maps showing patterns in selected performance indicators across different City neighborhoods.

Scorecard Cleanliness Ratings

Review street and sidewalk cleanliness ratings by borough, Community Board, and Sanitation Section.

311 Detailed Reports/Local Law 47 of 2005

Review selected 311 service requests, including the time to respond to each request by borough, Community Board, City Council District, and ZIP code.

NYC Feedback: Citywide Customer Survey Results

Review results of the survey of New Yorkers' opinions of the City's delivery of services, including the results within each Community Board.

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NYC Data Mine

One-stop portal for access to data sets, including searching and sorting features.

- Over 380 datasets
 - Sortable
 - Searchable
 - Exportable
 - Compatible with standard/conventional APIs
- Upcoming legislation – Intro. 29
 - Would require all public data sets of City agencies to be:
 - Open
 - Available via centralized web portal
 - Updated on a regular schedule based upon the nature and type of data

The screenshot displays the NYC DataMine web application. At the top, there is a navigation bar with links for Residents, Business, Visitors, Government, and Office of the Mayor. Below this is a search bar with a 'GO' button. The main content area is titled 'Raw Data' and features a search interface with dropdown menus for 'Data by Category' and 'Data by Agency', and a text input for 'Data by Keyword'. There are 'search' and 'reset' buttons. Below the search bar, it indicates 'Displaying all results' and '101 Records Found'. A list of datasets is shown, including 'Citywide Events Calendar', 'Electronics Stores', 'Parking Facilities', 'Sidewalk Cafes', 'Laundry Facilities', and 'City-owned property from IPIS database'. Each entry lists the file type (XLS) and frequency. On the right side, there is a 'News & Updates' section with a date of November 5, 2009, and a 'Related Topics' section with a link to 'Data.gov'.

Mobile Phone Applications

NYC 311 App



NYC 311 at Your Fingertips

Championed by *NYC Council Speaker Christine Quinn* and *Council Member Gale Brewer*, New York City announced a new way for New Yorkers to report conditions to the 311 Customer Service Center.

Select "Report a Problem" to report a condition directly to 311



Conditions users can report via the iPhone app include:

- ✓ Damaged/Dangling Street Signs
- ✓ Broken Street Lights
- ✓ Dirty Vacant Lots
- ✓ Street Conditions (potholes, etc.)
- ✓ Damaged Trees
- ✓ Illegal Tree Damage
- ✓ Taxi Lost Property

GPS-Enabled technology will automatically determine your location

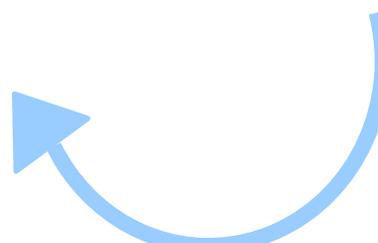


NYC City Hall App

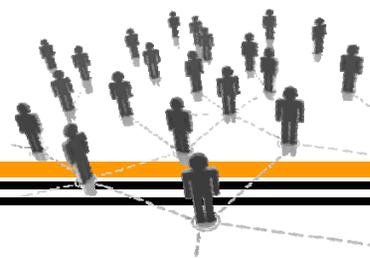
Direct access to the latest news from Mayor Michael R. Bloomberg.

- ✓ Press Releases
- ✓ Events
- ✓ Photos

Links back to the 311 App



NYCWiN: Connecting the City



NYCWiN Mobile Deployments

- 428 AVL modems across 13 agencies
- 1,200+ laptop modems

NYCWiN Fixed Deployments

- 2,400 of 10,500 DOT traffic control modems
- 50+ modems in remote offices for Parks and DSNY
- 417,000 of 834,000 automated water meters for NYC DEP

NYCWiN Public Safety Deployments

- 1,000 NYPD personal radiation detectors
- 1,500 NYPD patrol car deployment for DL scan and retrieval of warrant data
- 1,200 FDNY mobile modem deployments; ambulance and apparatus
- *Possible ConEd (meter reading) and MTA (fare tap and bus track)*



Apple Seed Pilot Program

Program Overview

- A first-of-its kind program
- Allows agencies to develop a familiarity with the device's features
- Will help inform a long-term plan for the on-going provisioning of Apple devices
- Apple providing direct access to developers and technical support
- Opportunity for agency developers to join a like-minded community as we develop the City's platform and policy for mobile application development and deployment.



Mobile Opportunity Examples

- Inspections (e.g. Buildings, Restaurants, etc)
- Work order management (actioning Service Requests, repairs, planned maintenance; e.g. buildings, parks, roads;)
- Scheduling and routing (e.g. inspections, maintenance operations)



SimpliCity: NYC 2011 & Beyond

- Newly announced *SimpliCity* initiative aimed at making City government more efficient, more electronic, and more effective.
- Spearheaded by Deputy Mayor for Operations Stephen Goldsmith, *SimpliCity* is designed to use technology and data to more efficiently manage operations, reduce costs, and streamline interactions between New York City customers and the agencies that serve them.

"SimpliCity...represents a big step towards more efficient, effective City government."

- Deputy Mayor Stephen Goldsmith, Oct. 20, 2010



Open Discussion / Q&A