

**DEPARTMENT OF INFORMATION TECHNOLOGY & TELECOMMUNICATIONS TESTIMONY
BEFORE THE CITY COUNCIL COMMITTEES ON LAND USE AND TECHNOLOGY
FISCAL YEAR 2017 PRELIMINARY BUDGET
TUESDAY, MARCH 29, 2016**

Good afternoon Chairs Greenfield and Vacca, and members of the City Council Committees on Land Use and Technology. My name is Anne Roest and I am the Commissioner of the Department of Information Technology and Telecommunications (DoITT), and New York City's Chief Information Officer. Thank you for the opportunity to testify today about DoITT's Fiscal 2017 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 2017 Preliminary Budget provides for operating expenses of approximately \$590 million; allocating \$144 million in Personal Services to support 1,747 full-time positions; and \$446 million for Other than Personal Services (OTPS). Totalling \$126 million, Intra-City funds transferred from other agencies to DoITT for services provided accounts for approximately 20% of the budget allocation. Telecommunications costs represent the largest portion of the Intra-City expense, which was \$112 million in Fiscal 2016.

The 2017 Preliminary budget reflects increases of \$32 million and \$36 million from the Fiscal 2017 November Budget for Fiscal 2016 and Fiscal 2017, respectively. The increases to the Fiscal 2017 Preliminary Budget are largely attributed to funding received to support various key programs, including PSAC operational support, the implementation of a 24x7 support model for both the IT Operations and IT Security groups; OTPS funding associated with the ongoing maintenance costs required to support recently approved, capially-funded initiatives; and funding required to implement the Citywide Procurement Innovation Project.

I would now like to describe in further detail for the committees some highlights of our preliminary budget.

Enhancing Cybersecurity and Preparedness

Foremost among our priorities as an agency is cybersecurity preparedness. A key element of [DoITT's Strategic Plan](#), in fact, is to secure the City's technology, telecommunications, and information assets from cyberattack and disruption. To this end DoITT manages the overall security of the City's shared data and information technology assets through the management of an integrated security network, consolidating desktop and server security on a single, citywide platform. DoITT also maintains email, intrusion prevention systems, next generation firewall protection, and security monitoring. In this way we keep pace with rapidly-evolving threats by centrally implementing and enforcing citywide policies and standards – as well as the ability to update them dynamically to protect the security of the City's infrastructure, its critical digital assets, and the personal information of New Yorkers.

We are always looking to improve our efforts, and to further ensure that City agencies can meet the evolving challenges of protecting their systems. We continue to make investments in our people and platforms. Since the start of the de Blasio Administration we have increased our security headcount and invested tens of millions of additional dollars in new training and technologies to improve our security posture and to keep pace with the ever-evolving threat landscape. In Fiscal 2017, we are committing \$3.5 million to add 30 new positions to the Citywide Security Operations Center, bringing the best talent and resources to bear against adversaries who seek to disrupt or diminish the delivery of City services. This investment will provide for enhanced monitoring and detection, response to confirmed incidents, real time analysis of potential intrusions, and continuous threat analysis and cyber forensics investigations.

These efforts also include the hiring and onboarding of a Citywide Chief Security Officer, charged with overseeing development and delivery of a comprehensive information security strategy to optimize the security posture of the City's infrastructure. The Citywide Chief Security Officer will advise City leadership on proactive and progressive strategies to mitigate current and future cyber risks, and will be responsible for the creation and delivery of regular security updates to City Executives. The Chief Security Officer will also drive collaboration with state, federal, and private partners and manage coordination across all sectors in case of a security incident.

Efficiently and Effectively Aligning Resources

Beyond the vital role of leading IT Security efforts citywide, DoITT delivers IT services – including hardware, software, and technical support – to City agencies. While this has been our role from the start, as part of our Strategic Plan we aim to better align our resources to best deliver these services. With 47 new positions at an annual cost of \$4.8 million, in Fiscal 2017 we will implement a blended support structure to provide off-hour (i.e., night and weekend) coverage for essential citywide IT functions, as well as absorb the planned increase in workload to manage the City's emergency 911 network and environments.

Investing in Human Capital

To deliver world-class services we need quality people, and a pillar of our Strategic Plan is to invest in human capital. As part of this effort, DoITT aims to reduce its reliance outside consultants, and to that end we hosted an IT Career Fair for experienced professionals last fall, highlighting more than 100 open positions across nearly a dozen of the agency's units, including Application Development, IT Infrastructure, IT Security, Quality Assurance, Wireless Services, and more. Nearly 500 candidates attended, many of whom sat for interviews with hiring managers on site. A number of second interviews were scheduled as well.

On a parallel track, DoITT is working with agencies to identify opportunities to insource IT work and reduce reliance on external IT consultants. Last May, for instance, the Administration reached an agreement with District Council 37 to reduce reliance on external information technology (IT) consultants by transitioning and insourcing work performed by IT consultants to the City's workforce where appropriate. Accordingly, DoITT is meeting with agency CIOs to review the current use of consultants and identify positions that can be insourced, based on a number of qualifying conditions.

We are also piloting an "insource pool," or roving team of City employees housed in DoITT, serving in roles that were once filled by consultants, to assist City agencies with projects requiring specific technical expertise – rather than having those agencies engage outsourced consultants. DoITT has been funded for 30 heads for this insourcing pool, with the goal of having multiple teams that can be deployed to multiple agencies simultaneously.

Facilitating Greater Access to Technology

While most of what I have described entails internal-facing support and services, DoITT also plays an important external role: Facilitating Greater Access to Technology. This is particularly pertinent in light of the de Blasio Administration priority to **provide greater, more equitable citywide broadband access**. As enumerated in [OneNYC: The Plan for a Strong and Just City](#), every resident and business will have access to affordable, reliable, high-speed broadband service everywhere by 2025.

To that end, DoITT has worked with the Administration's broadband lead – Counsel to Mayor Maya Wiley – and her team, to deliver a number of game-changing accomplishments. Last spring, Mayor de Blasio committed to a \$70 million investment in broadband infrastructure over the next decade.

Last summer, the Mayor also announced a \$10 million program to bring free, high-speed broadband service to more than 16,000 New Yorkers in five public housing developments in the Bronx (Mott Haven Houses), Queens (Queensbridge North & South Houses), and Brooklyn (Red Hook Houses). In keeping with the Administration's five-borough focus, the Mayor announced in the State of the City address that this initiative will be expanded to include the Jefferson Houses in Harlem and Stapleton Houses on Staten Island.

Finally, LinkNYC – an initiative that transforms antiquated payphones into state-of-the-art “Links” providing free Wi-Fi at speeds of up to 1 gigabit per second, free domestic phone calls, USB charging stations, and a built-in tablet to browse the web or access government services – officially launched last month and will extend to more than 500 installations across all five boroughs by this summer. Overall, more than 7,500 – and as many as 10,000 – Links will be installed citywide over the coming years as the network grows to be among the largest, fastest, and most secure free municipal Wi-Fi systems in the world. Privacy, too, has been a foremost consideration from the start: With LinkNYC personal info will be kept personal, and will never be shared or sold for third party use. To date, more than 140 Links have been installed, with 65 currently powered on and available to the public.

I appreciate the opportunity to underscore some of DoITT's top budget priorities for the year to come. This concludes my prepared testimony, and I will now be pleased to address any questions.

Thank you.