

**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TESTIMONY
BEFORE THE CITY COUNCIL COMMITTEES ON FINANCE, LAND USE, AND TECHNOLOGY
FISCAL YEAR 2016 EXECUTIVE BUDGET
THURSDAY, JUNE 4, 2015**

Good morning Chairs Ferreras-Copeland, Greenfield, and Vacca, and members of the City Council Committees on Finance, 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 2016 Executive 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 2016 Executive Budget provides for operating expenses of approximately \$550.5 million, allocating \$134.7 million in Personal Services to support 1,613 full-time positions and \$415.8 million for Other than Personal Services. Totaling \$120 million, Intra-City funds transferred from other agencies to DoITT for services provided accounts for nearly one-third of the budget allocation. Telecommunications costs and the citywide Microsoft ELA represent the largest portion of the Intra-City expense, at \$91.6 million and \$11.8 million, respectively, in Fiscal 2015.

Before taking questions this morning I would like to briefly outline some of the major initiatives DoITT will be pursuing in the year to come.

Thirteen months ago I was honored to be asked by Mayor de Blasio to lead DoITT, and in that time I have been consistently impressed by the incredibly dedicated professionals we have working every day to support City agencies and the New Yorkers they serve. To further refine these efforts, last fall we began a strategic planning exercise aimed at improving the services we offer and establishing DoITT as a premier destination for technology professionals to start and build their careers. The result, DoITT's *Strategic Plan 2015-2017*, contains specific, measurable objectives by which we will better facilitate access to technology, information, and public services to City residents, businesses, employees, and visitors.

Primary among the goals of our Strategic Plan is a fundamental consideration of the de Blasio Administration: Facilitating greater access to technology for all New Yorkers. With Counsel to the Mayor Maya Wiley and partners across the city, newly-appointed Deputy Commissioner Alphonso Jenkins and DoITT's broadband team are working to increase the proliferation of **free and low-cost broadband across the five boroughs**, most noticeably in Fiscal 2016 by initial rollout of LinkNYC. Following rounds of public feedback and pilot programs exploring how best to replace the city's aging payphone infrastructure, LinkNYC will provide free, up to gigabit-speed Wi-Fi access for New Yorkers in neighborhoods across each of the five boroughs and offer free domestic calling and 911 and 311 access. Moreover, LinkNYC is expected to generate at least \$500 million for the City over the next 12 years. Our Executive Budget also includes a \$10 million allocation for expansion of broadband access and programs.

As part of our ongoing work with the Mayor's Office of Data Analytics and agencies citywide we will also facilitate greater, **more meaningful access to City data**. Recent and planned improvements to the NYC OpenData portal will enhance our status among the leading open data cities in the country as we continue implementation of Local Law 11 of 2012, New York City's landmark open data law. In consultation with the civic technology community we have enhanced the portal's search functionality and created the ability to search or browse by specific City agency.

In July we will be releasing the second annual update to the City's comprehensive open data plan (the third iteration of the plan overall), and in the coming year we will focus our efforts on automating data sets, increasing community partnerships and interaction, redesigning the open data site to make it more user-friendly, and quantifying the impact of the open data initiative overall.

No initiative, however, is as important as the investment we make in human capital. So also included in our Strategic Plan is creation of a new unit: the Office of Diversity and Inclusion. The office is led by DoITT's first-ever **Chief Diversity and Inclusion Officer**, Kenneth Hunter, who is here with us today. This position, requested and funded in our Preliminary Budget, enabled us to recruit a top-notch executive with vast experience in this arena.

DoITT is a diverse agency – 68% of our staff and 55% of my direct reports are women, minorities, or both – but we know that relative lack of diversity in the technology field overall persists. We also realize that achieving statistical diversity alone does not mean that we have an equitable and inclusive workplace. New ideas and varied perspectives can only make us better technologists, so our Office of Diversity and Inclusion will develop strategies and initiatives specific to increasing workforce diversity as well as work toward fostering and maintaining an inclusive workplace culture – and we look forward to updating the Council on our progress.

Increasing diversity is where the investment in our employees begins, not ends. This work also includes ensuring our employees have the tools they need to thrive and excel in the technology workforce. To that end we have reorganized existing agency staff to create DoITT's first **Office of Organizational and Professional Development**. This group will focus specifically on increasing employee engagement, creating a work environment conducive to success through coaching, expanding recognition programs, developing internal workforce capacity, and increasing training opportunities. In this way we will keep the skills of our workforce current with new technologies so that we can look for talent in house first, before going the route of consultant engagements.

With regard to consultants, under the leadership of Mayor de Blasio DoITT has continued to reduce its reliance on them whenever appropriate, and is constantly looking for new opportunities to do so. Over the past several years we have successfully converted more than 200 consultant positions to DoITT staff, saving millions of taxpayer dollars annually. We are now furthering these efforts by converting an additional 70 consultant positions in Fiscal 2016 and hiring another 30 City employees to implement anticipated City projects that would otherwise require consultant resources. While consulting services are and will continue to be needed for certain highly-specialized skillsets and short-term engagements, we simply believe there are many roles being filled with consultants today that can and should be filled by City employees – and we are working to do just that.

I conclude today by noting the additional funding we have received for **IT Security**, and we regard our citywide leadership role in this area as a top priority. A key element of our Strategic Plan is to secure the City's technology, telecommunications, and information assets from attack and disruption.

Working closely with the Mayor's Office, the Police Department, and Emergency Management Department – as well as with State and Federal partners – DoITT regularly detects, assesses, and mitigates numerous potential cyber security threats daily, employing a wide range of industry-leading tools to protect the security of the City's infrastructure and the personal information of New Yorkers.

We are always looking to improve upon these efforts, and to further ensure that City agencies can meet the challenge of protecting their systems we have \$2.6 million in new funding over the next four years to implement a robust cyber security training program. We have also received an increase in headcount for our Citywide IT Security Operations Center staffing and are allocating an additional \$30 million in capital funding over the next four years to invest in next-generation security platforms. These enhancements build upon the \$35 million already dedicated to security technologies. In this way we are keeping security a foremost consideration in City operations.

Thank you for the opportunity this morning to discuss DoITT's Fiscal 2016 Executive budget and some key agency initiatives for the coming year. I look forward to answering your questions.

Thank you.