IT Shared Services in a Federated Enterprise

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NYC DoITT Mission

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 in 7 locations
- Operating Budget = $360+ million
- Capital Plan = Estimated $1 billion over 4 years
- Revenue = $120 million

What Does DoITT Do?

- IT Utility
- Mainframe Systems
- Citywide IT Help Desk
- Network Provider
- Network Security
- Programmers
- Technical Resources
- Webmasters

- Purchasing Agent
- IT Consultant
- Research & Development
- Partnerships/Community Engagement
- Emergency Responder
- Call Center Operator
- Pay Phone Enforcement
- Cable Franchisor
New York City is...

MORE THAN 120
Government Offices

350,000
City Employees

230,000
Businesses

8 MILLION
Residents

48 MILLION
Visitors

45
Mayoral Agencies

DoITT

311 Customer Service Center
MoME
HHS-Connect
HHS-Accelerator
IT Shared Services in a Federated Enterprise

DoITT – NYC’s IT service provider – serves 45 Mayoral Agencies and a wealth of additional City boards, offices and commissions.
How do we find balance?

Centralized

Benefits:
- Unified management, maintenance and standards
- Economies of scale
- Solutions developed once and shared by many

Federated

Benefits:
- Nimbleness and flexibility
- Individualized and customized solutions
- Autonomy for agency leadership
Not every house in NYC needs its own power source...

We are a connected city.
Strategies for Balance

1. Where can **economies** be achieved?
2. Where can **buying power** be combined?
3. Where does **unified policy** make sense?
4. Where does **independence** foster innovation?
It is important to find a strategic combination of incentives and accountability mechanisms for agency participation.
Executive Order

- IT is currently managed in a decentralized manner across dozens of agencies

- A consolidated and coordinated approach will allow the City to:
  - Standardize platforms
  - Improve service delivery
  - Reduce IT costs
  - Enable agencies to focus on their core missions
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. Retains application development with agencies with review process to mitigate redundancies and encourage re-use of existing tools

4. Requires performance reporting and metrics

5. Provides for two governing bodies:
   - Strategic Governance Board – Deputy Mayors and oversights
   - Technology Governance Board – Agency IT and business reps
1. Economies

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
1. Economies

CITIServ: IT INFRASTRUCTURE CONSOLIDATION

Tomorrow...
- Unified data center and DR operations
- Shared services provided to City agencies
- Support agency application development and business solutions

Investments today to plan for tomorrow
### 1. Economies

<table>
<thead>
<tr>
<th>1. Remote traffic control</th>
<th>4. Handheld applications</th>
<th>7. Mobile and Data License Plate Recognition (Fixed and mobile)</th>
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<td>2. Wireless Meter Reading</td>
<td>5. Sensor management (NBC, weather, etc..)</td>
<td>8. RMP Mobile Office</td>
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<td>(Incident video and video conferencing)</td>
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1. Economies

BUDGET AND PERSONNEL

As IT infrastructure is consolidated across the City, the appropriate budget and personnel changes must be allocated.
2. Buying Power

CITYWIDE IT CONTRACTS

City Sets Deal With Microsoft
New York Sees $50 Million in Savings

Microsoft Corp. will provide New York City with an array of computer software and related services under an agreement announced Wednesday, a coup for the tech giant in its rivalry with Microsoft into a single citywide contract. The agreement is expected to save $50 million over five years.

Microsoft and New York in Software...
3. Unified Policy

SHARED SERVICES
A clear listing of enterprise wide services with a clear access point.

Enabling the Connected City.
As New York City’s technology services agency, the Department of Information Technology and Telecommunications (DoITT) introduces efficiency and consolidation opportunities to assist the City’s other agencies in aligning, leveraging, and optimizing their own agency and IT operations.

This catalog provides information that often help agencies avoid or reduce staffing, and services. As requested by the City’s Office of Management and Budget, we have mine and assess the costs and services offered.

Services Offered (A to Z)
- Analytics/ Business Intelligence
- Blackberry
- BPN CityNet Communications
- Business Analysis

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 system, and disaster recovery plans. The system 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.

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 system, and disaster recovery plans. The system 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.
3. Unified Policy

INNOVATING PROCUREMENT

Current Process

NYC SPARK

Speedy Procurement and Rapid Contracts

=  

Need  Small App Developers /ITCS  Proposal  Evaluate  Contract  Solution
3. Unified Policy

IT ASSET MANAGEMENT
With vendors eager to provide IT services to agencies, it is important to control both the demand *and* supply sides.
4. Independence

INDEPENDENCE FOSTERS INNOVATION

DOB QR Codes

City Council Discretionary Funding

HPD eCertification
Sticks and Carrots in action...

MOBILE APPS

Roadify

Sportaneous

DontEatAt
Sticks and Carrots in action...

FEDERATED WHEN NEEDED

Some IT solutions are easier to achieve using a federated approach.
Rowing in the same direction

When all stakeholders work together, everyone reaches the finish line.