

**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TESTIMONY
BEFORE THE CITY COUNCIL COMMITTEES ON LAND USE AND TECHNOLOGY
FISCAL YEAR 2013 PRELIMINARY BUDGET
THURSDAY, MARCH 8, 2012**

Good afternoon Chairs Comrie and Cabrera, and members of the City Council Committees on Land Use and Technology. I am Carole Post, Commissioner of the Department of Information Technology and Telecommunications, or DoITT. Thank you for the opportunity to testify about DoITT's Fiscal 2013 preliminary budget and some of the agency's initiatives and goals for the year to come. With me today are Jim Fowler, DoITT's First Deputy Commissioner, Charles Fraser, our General Counsel, and John Winker, our Associate Commissioner for Financial Services.

I will begin this afternoon with a summary of the agency's budget. DoITT's Fiscal 2013 Preliminary Budget provides for operating expenses of approximately \$418 million, an increase of \$19 million from the Fiscal 2013 November Budget, and a net decrease of \$47 million from Fiscal 2012's current modified budget. The addition of \$19 million represents a net increase primarily related to funding that was added to DoITT's budget for the Mayor's Office of Media and Entertainment's Film Incentive Program. The net decrease is largely attributable to the drop of Inter-Fund Agreement funding after Fiscal 2012, and the one-time grant funding that has been reflected in the Fiscal 2012 current modified budget. Any unspent grant funding will be rolled over into Fiscal 2013. The budget includes \$78 million in Personal Services to support 1,012 full-time positions, and \$340 million for Other than Personal Services. Of the \$340 million, 35 percent, or \$118 million, represents Intra-City funds to be transferred from other agencies to DoITT for services it provides. Telecommunications costs represent the largest portion of the Intra-City expense; Fiscal 2012 Intra-City telecommunications expenditures are budgeted at \$92.6 million, while total telecommunications costs are budgeted at \$114 million.

DoITT's mission is to modernize, unlock and innovate. We seek to modernize the City's IT infrastructure to achieve economies and best practices in delivering IT services. We help unlock City government by enabling greater access to information and services, and we strive to innovate by introducing new technologies and solutions and embracing new ways of delivering IT services. Since we last testified before these committees, we have made significant progress on many of our key initiatives. I will offer some highlights of that progress now.

I would like to start with something that is very timely - Open Data Legislation. Yesterday, Mayor Bloomberg signed Local Law 11 of 2012, the most ambitious commitment by any City in the country to systematically categorize and unlock vast reams of public data. This milestone was possible thanks to our strong partnership with the City Council and many stakeholders who worked with us to develop a law that will dramatically and permanently increase the amount of government data open to New Yorkers (and the world).

Now we have to implement it. The good news is that we are already well ahead of the game. We have substantially completed the technical standards manual required by the legislation, and when complete, will make it available for public comment before it is finalized. We are also collecting an inventory of all data sets that are already publicly available via nyc.gov and are working with agencies on their plans to migrate that data to the *Open Data* portal. And we are already working with agencies like the Department of Buildings to deliver high-visibility datasets now, without waiting for the stated deadlines. All of this new data will be made available via the new *NYC Open Data* portal which was launched in tandem with *NYC BigApps 3.0* in October 2011. It features a series of new tools and functionality, much of which was a result of public feedback.

Now let me turn to some of the initiatives we have underway which represent our efforts to modernize the City's IT infrastructure. DoITT **modernizes** by implementing state-of-the-art information technology to improve government operations.

One of the primary efforts to modernize is through the City's IT infrastructure consolidation effort we call *CITIServ*. Through *CITIServ*, City agencies are provided a unified set of shared services including 24x7 service desk, application and database hosting, storage, email, virtualization, network services and support, and citywide contracting.

DoITT continued to migrate and centralize City agency data centers in 2011. By the end of the year, DoITT was actively migrating 14 locations for nine City agencies and expects to have migrated and decommissioned 25 percent of all City data centers by mid-2012.

Each City agency can also leverage DoITT's Citywide Service Desk to support and supplement their internal help desk operations – or decommission them entirely. In 2011, DoITT migrated ten agency help desks into the Citywide Service Desk environment, completing service desk provisioning for every agency for which DoITT provides IT infrastructure or telecommunications support. The balance of agency service desks will migrate in concert with their respective data center migrations.

DoITT also continued to centralize email hosting for all City agencies. To date, we have completed the migration of more than 50,000 email accounts with the final agencies planned for completion by the end of this year. This will result in all City agency email accounts being hosted in a unified environment.

The CITIServ program has also enabled us to provide for centralized and unified contract and service agreements with key IT providers such as Microsoft, VMWare, Adobe, McAfee and Oracle. These enterprise arrangements enable us to bring state-of-the-art tools and services to all City agencies, many of which could not otherwise afford it, and ultimately save the City time and money by increasing our buying power and decreasing the number of procurements necessary across multiple agencies.

Another foundational part of the City's IT infrastructure is the New York City Wireless Network (NYCWiN). Use of NYCWiN has increased by 40% each year since its launch. Over the next two years, another 60,000 devices and 10,000 users are planned to be added to the network, including 500 personal radiation detectors for the NYPD and at least 1,000 more mobile modems for the NYPD and FDNY. Today, there are nearly 800,000 devices and 10,000 users powering more than 300 applications across 29 City agencies on NYCWiN, running millions of wireless transactions over the network daily. These include:

- ✓ The citywide Interoperable Video System, which allows command vehicles and watercraft equipped with mobile cams to **generate streaming video** to the Fire Department Operations Center (FDOC), City Hall, and the Office of Emergency Management (OEM).
- ✓ Police Department (NYPD) **mobile and desktop computing for 1,145 NYPD patrol fleet vehicles**, which provides for access to mugshot, license plate, domestic violence, and quality-of-life databases, the Real Time Crime Center, and more.
- ✓ NYPD Fixed Location Technology – for **monitoring critical city infrastructure** to support anti-crime/counter-terrorism efforts.
- ✓ Fireground Monitoring – which provides the Fire Department (FDNY) the ability **monitor vital radio transmissions** in real-time, improving firefighter safety.
- ✓ Electronic Fireground Accountability System – which provides **real-time FDNY radio assignment information** of firefighters, meaning firefighters can now simply press a button on their radios to transmit a “mayday” call over the network, instantly identifying them when they are in danger.

- ✓ Monitoring and diagnosing issues in 5,500 Department of Transportation traffic signals deployed at intersections across the city, allowing DOT to **remotely control traffic signals** to reduce congestion and aid in emergency response as necessary.
- ✓ Transmitting to the Department of Environmental Protection water meter readings from hundreds of thousands of **wireless water meters** around-the-clock.

Another area where we have provided technical support to improve public safety is the Emergency Communications Transformation Project or ECTP.

In January I joined Mayor Bloomberg, Deputy Mayor Holloway, Police Commissioner Kelly and Fire Commissioner Cassano to announce a historic milestone for ECTP – the opening of the City’s Public Safety Answering Center (PSAC) in downtown Brooklyn. For the first time in City history, 911 emergency call takers and dispatchers are located on the same floor and operating on the same technology, improving inter-agency communications and emergency response. The upgraded systems now provide call takers with onscreen maps of the caller’s location, the ability for instant call playback, and critical redundancy to the City’s emergency communications. Included as part of the new PSAC operations are:

- ✓ Upgrades to the telephone and radio networks
- ✓ New switches, servers, cabling and other foundational equipment
- ✓ Customized intelligent screens
- ✓ Live call monitoring
- ✓ Upgrades to the existing FDNY communications offices in Queens and the Bronx, which house backup 911 operations

As DoITT modernizes citywide operations, our IT Security division ensures the overall security of the City’s data and information technology assets. Security services are centrally-managed by DoITT for use by City agencies, including perimeter firewalls, intrusion detection, and an industry-standard, three-tier hosting model for Internet applications with layered security and citywide malware/spyware protection. Building upon these efforts, in 2011 DoITT worked with McAfee to deploy an integrated network, host and cloud solution and to leverage threat analytics to support 180,000 users from 52 City agencies.

A final highlight of our modernization agenda concerns *NYC.gov* – the City’s official website and the gateway to all City information and services. The current platform was built in 2001 and while it has been extended to support the deployment of modern interactive web applications, the increasing demand to support rich, interactive applications is straining our infrastructure to its limits. In addition, the navigation and user experience are outdated and no longer represent best-in-breed for digital government services.

The redesign of *NYC.gov*, now underway, will significantly improve the City’s ability to serve the public by providing faster, more intuitive and more relevant information, applications, and feedback mechanisms. The site is accessed by more than 25 million users each year, and improving its effectiveness will enable *NYC.gov* to improve service delivery, promote awareness of City programs, reach and serve more constituents, and ensure that it represents a flagship asset for New Yorkers.

In addition to modernizing City government operations, DoITT **unlocks** government by making it more transparent and accountable. This includes helping design, build, implement and maintain dozens of new tools and systems that enable City agencies to deliver City services using new technology and digital methods. A few key examples of this include:

- ✓ *NYC Rules* – is a searchable website that allows the public to review all proposed and adopted rules by date, agency, or keyword; to comment on proposed rules directly to the rulemaking

agency; to learn about the rulemaking process through plain-language guides; and to receive updates regarding rulemaking activity citywide.

Leveraging our popular NYCityMap tool, DoITT launched the following applications:

- ✓ *Zoning and Land Use (ZoLa)* – ZoLa provides a simple way to find a wide range of land use information in interactive, highly-readable map format.
- ✓ *NYC Street Closures* – is the City’s new online map portal for displaying street closure information across the five boroughs. It provides real-time information regarding current and future street closures obstructing normal vehicular traffic due to road work, street fairs, block parties or festivals, and allows users to conduct searches based on date, time, and location.
- ✓ *BOE Sample Ballot Initiative* – building upon the Poll Site Locator application¹, DoITT added a tool that enables a user to enter their address and view online the sample ballots they will receive at their polling location. There are thousands of variations of election ballots based on the voter’s location and this user-friendly tool helps better inform the electorate before they vote.

DoITT also provided substantial support for New York State’s marriage equality law, which took effect in July, by updating the online marriage application and providing technical support leading up to and through the first days of the law’s implementation.

Most recently, in partnership with OEM and the Department of Sanitation, DoITT has leveraged its existing NYCWiN and NYCityMap assets to deliver a public-facing view into the City’s snow clearing operations through *PlowNYC*. When it is activated during a snow event, *PlowNYC* will feature a map to view snow removal activities, including color-coded street segments by time interval of when a street was last plowed.

While applications and tools such as these provide greater access to government, nothing unlocks government more than access to the raw building blocks of information: open data. Leveraging the *NYC Open Data portal*, DoITT is working with other big cities across the country to create an interoperable open data portal, providing a central space for citizens, developers, statisticians, journalists, etc., to view and compare similar data from different municipalities. Initial launch this year will include New York City, Chicago, Seattle and Baltimore, with San Francisco, Boston and other cities expected to follow.

As important to open government as these initiatives are, none of it is meaningful without access to broadband. In 2010 DoITT was awarded approximately \$40 million in Federal Stimulus/Broadband Technology Opportunities Program (BTOP) money for three programs aimed at increasing broadband access for some of the city’s traditionally underserved populations. Execution of these programs is underway:

- ✓ *NYC Connected Learning* has served 73 middle schools, and nearly 30,000 students and family members with Family Learning Workshops, Home Learning Center computers, and technology training for teachers and administrators. To date the program has garnered approximately 5,200 new broadband subscribers, more than 1,000 of whom have subscribed via the discounted broadband deals offered through the program. In the 2011-12 academic year, the program will serve another 8,000 6th grade students and their families in 71 schools.
- ✓ *NYC Connected Foundations* has served 36 schools with “Digital Literacy” courses, training expos, Netbook computers, technology training for teachers and administrators, and delivery of broadband discount offers to participating families.

¹The BOE Poll Site Locator, an in-house developed application, provides voters with the location of their poll sites. Users can submit the address of their residence and receive a page displaying a map with location of their assigned poll site; they are also provided additional information about the poll site and the political districts associated with the address entered. A subsequent release of the Poll Site Locator in 2007 added access in multiple languages – Spanish, Chinese and Korean.

- ✓ NYC Connected Communities has established or improved resources at nearly 50 public computer centers in low-income communities citywide. In 2012, the program will improve or add services at additional centers across the five boroughs.

Complementing and expanding upon the initiatives advanced through BTOP, last August DoITT announced a range of public benefits, estimated at approximately \$60 million, associated with renewal of the City's cable television franchise agreements. Some of the benefits include:

- ✓ **Parks Wi-Fi** – 25 parks sites by the end of the year, with six planned as early as the summer (these are in addition to the AT&T-sponsored Wi-Fi service now available at 19 locations in 14 City parks across the five boroughs).
- ✓ Better customer service – including online “Cable Consumer Report Cards”; and in July, online **appointment confirmation** for installation and service appointments
- ✓ Improved Internet service at 75 public library branches in the Bronx and Brooklyn
- ✓ Opening of new **Community Technology Centers** in Manhattan, Queens and Staten Island
- ✓ Extension of **new fiber** to commercial/industrial areas
- ✓ Addition of **cable connections** to certain non-residential buildings

Of course, the epitome of our success in unlocking City government has been the 311 Customer Service Center. Announced by Mayor Bloomberg in 2002 and launched in 2003, 311 is one of the Administration's most successful and enduring IT accomplishments, having received 140 million calls in its nine years of operation. The total calls to 311 in 2011 alone – a record 22 million – confirms the service is more popular than ever, while it continues evolving to meet the demands of New Yorkers:

- ✓ 311Online received 1.2 million visits in 2011, nearly doubling the traffic from 2010.
- ✓ Texting 311 is growing – since last May, there were 92,000 texts received, and as many as 11,000 in a single day (during Hurricane Irene).
- ✓ The 311NYC Twitter account has more than 25,000 followers and was recognized as one of the nation's top Twitter presences.

Finally, DoITT **innovates** by employing cutting-edge tools, methods, and partnerships.

Through our historic partnership with Microsoft, we now have access to unique cloud technologies that allow us to meet peak needs for computing power as necessary rather than building – and paying for – capacity that might go unused. For example, certain events result in extraordinarily high traffic to many City web sites and systems, like severe weather, special programs such as the NYC Quit Smoking incentive plan, and even the New York Giants winning the Super Bowl. These kinds of events often require greater than average IT activity, and we now have innovative tools at our disposal to respond quickly and effectively, without having to build a large, complex system to do so.

Finally, we remain committed to improving the performance of the City's technology vendors. In 2011, DoITT created the City's first Vendor Management Office to improve vendor accountability and performance within and beyond the agency, as well as to implement appropriate policies, procedures and standards around vendor engagements.

Every day across the five boroughs, New York City's employees, visitors and residents rely on the IT infrastructure and services provided by DoITT. Through the initiatives I described above, we have worked to modernize, unlock and innovate City government IT operations to ensure seamless, effective and user-friendly service for the City.

This concludes my prepared remarks. Thank you again for your time this afternoon. We would now be pleased to address any questions you have.