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TO: Agency Staff

FROM: Daniel C. Chan

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SUBJECT: IT Transformation Updates

As you know, the Office of Information Technology Services (ITS) is in the midst of an unprecedented IT Transformation. ITS will provide IT services to 42 state agencies, set IT policies and standards, and lead strategic technology initiatives. The organization's broad mandate is to:

- Serve New Yorkers better through handling day-to-day management of agencies' IT services, thus enabling the agencies to focus on their core mission and customers
- Partner with the agencies to shape IT services jointly through agency-focused Clusters that highlight customer needs and align IT with agency strategies
- Connect our IT employees into a community of technology professionals with opportunities to build new skills and take on bigger challenges
- Deliver world-class services that are faster, less complex, and meet customer technology needs in innovative ways

With the formation of ITS we will improve the quality and effectiveness of services delivered to New Yorkers. Technology will be built upon a clear vision, outcomes, and goals in close collaboration with our customer agencies. The State's IT assets and skills of our employees will be fully leveraged.

An integral component of ITS is communication to our stakeholders and customers. It is with this overarching objective that I am reaching out and providing this overview of the IT Transformation.

The transfer to ITS of approximately 4,500 employees in their current positions will be accomplished in accordance with Section 70.2 of the Civil Service Law, (note: Section 70.2 deals with the transfer of employees) effective beginning of business November 22, 2012 for the Administrative payroll, and November 29 for the Institutional payroll.

Key components of the transfer include:

- **Consistent levels of service.** ITS will maintain the level of service provided to the agencies. The primary responsibility of the staff will remain the same – to serve the business needs of the agencies they work in.
- **Seamless transition of employees.** On the effective date, employees will continue to have the same work rules and time and attendance recording system as they currently use within their current agency. For example, during a reasonable transition period, the same parking, the same employee badge and, if an employee’s current agency permits them, arrangements such as telecommuting, flex time, alternate work schedules, and compressed work weeks will be honored.

What the IT Transformation Means Operationally

The ITS organization consists of Enterprise Services and eight Clusters.

- Enterprise Services: Common technology services such as email, data centers, and security will be managed at the statewide level.
- Clusters: Agencies with similar challenges, customers, data, business processes, and IT needs are grouped into Clusters. Each Cluster is led by a Chief Information Officer (CIO) who represents the agencies within their domains and ensures delivery of the agencies’ specific needs.

The Eight Clusters and their CIOs:

- Environment & Energy – Leslie Brennan
- Finance/Regulation/Gaming – Brian Digman
- General Government – Adam Gigandet
- Health & Human Services: Behavioral Health – Robert Vasko
- Health & Human Services: Health – John Norton
- Health & Human Services: Human Services – William Travis
- Public Safety – Anne Roest
- Transportation/Economic Development – Nancy Mulholland

For more information about your cluster, see the ITS Transformation website.

<http://www.ittransformation.ny.gov>

Benefits the IT Transformation Will Deliver

Key Benefits for IT Customers

- Elevated business delivery through Cluster CIO partnerships that create innovative opportunities through collaboration
- Enable agencies to focus on core mission without losing transparency and influence in IT decision-making
- More value and measurable outcomes for IT dollars spent

Key Benefits for IT Personnel

- Opportunities for personal/professional growth and career development
- Development of world-class skills and experience with state-of-the-art technologies
- Be part of building a new high-performing IT organization

Key Strategic Initiatives of the IT Transformation

The State has identified four strategic initiatives for the IT Transformation:

Data Center Consolidation: More than 45 existing data centers across the state will be consolidated into two or three sites.

Email Consolidation: The new model will leverage the benefits of a single, statewide email system, migrating Executive Branch email users from legacy systems to an enterprise NYSeMail Service.

Enterprise Identity and Access Management: The goal of this project is to provide state employees, businesses, and citizens with a single new user ID and password that will allow them to access multiple systems.

Network Consolidation: The State will use modern communication tools, like VOIP and video conferencing that will promote greater inter-agency communication and productivity gain.

Please see the ITS Transformation website <http://www.ittransformation.ny.gov> for more information including frequently asked questions.

I hope this memo has provided you with an understanding of New York State's landmark IT Transformation: its vision, goals, and current initiatives.

Thank you for your continued support in helping transform IT to serve New Yorkers better.