

**New York State Governor's Office of Taxpayer Accountability
And
The New York State Office of the Chief Information Officer And Office For Technology**

Charter for Enterprise Information Technology Shared Services

WHEREAS, the Office of Taxpayer Accountability (OTA) was created to save taxpayer dollars by shrinking government, reducing costs, eliminating waste, and increasing transparency; and

WHEREAS, the New York State Chief Information Officer and New York State Office for Technology (CIO/OFT) provides strategic technology leadership and delivers innovative information technology solutions enabling New York government to improve the quality of life for our citizens, our businesses, and our visitors; and

WHEREAS, for decades the State has approached information technology planning and contracting in a decentralized manner which has led to an inefficient and less than optimal IT environment; and

WHEREAS, the idea that enterprise wide information technology management is an Enterprise wide function is an approach commonly used in the private sector, yet governments have been slow to adopt this proven model; and.

WHEREAS, OTA desires the CIO/OFT implement and agencies adopt an IT Shared Services Delivery Model;

NOW, THEREFORE, OTA and the CIO/OFT agree to the following:

Under the executive sponsorship of OTA, CIO/OFT Shall:

1. Develop, implement and enforce statewide technology policies, principles and standards;
2. Implement an IT Shared Services Delivery Model to reduce the total cost of IT ownership across the State enterprise by consolidating, centralizing and standardizing on common IT platforms;
3. Achieve greater economies of scale for IT products and services;
4. Provide "best in class" quality customer service to agencies and other participating entities through the use of mutually agreed upon Service Level Agreements (SLAs) for each agency or governmental entity, where (i) CIO/OFT agrees to provide specific services for a specific price, (ii) clear agency priorities are established, and (iii) responsibilities of all parties are clearly defined;
5. Approve all IT purchases above a threshold which is determined by OTA and the Division of the Budget (DOB);
6. Provide a dedicated Project Manager, accountable to OTA, to serve as a quality assurance agent, an agency liaison, an issue resolution facilitator and lead risk management oversight efforts for the IT Shared Services Initiative;