



# Office of Information Technology Services

State Capitol P.O. Box 2062  
Albany, NY 12220-0062  
[www.its.ny.gov](http://www.its.ny.gov)

<b>Office of Information Technology Services Policy</b>	<b>No:</b> ITS-P19-002
<b>ITS Policy:</b>  <b>Cloud Computing</b>	<b>Updated:</b> 06/01/2020
	<b>Issued By:</b> NYS Office of Information Technology Services  <b>Owner:</b> Chief Technology Office

## 1.0 Purpose and Benefits

---

This policy mandates the utilization of the New York (NY) State Private Cloud. The NY State Private Cloud is a hybrid cloud that is managed by the Office of Information Technology Services (ITS). The NY State Private Cloud provides a secure, resilient and zero emission data center facility. It provides fully managed, monitored and protected core network, compute, and platforms necessary to host business applications.

## 2.0 Authority

---

*Section 103(10) of the State Technology Law* provides ITS with the authority to establish statewide technology policies, including technology and security standards. *Section 2 of Executive Order No. 117* provides the State Chief Information Officer with the authority to oversee, direct and coordinate the establishment of information technology policies, protocols and standards for State government, including hardware, software, security and business re-engineering. Details regarding this authority can be found in NYS ITS Policy, [NYS-P08-002 Authority to Establish State Enterprise Information Technology \(IT\) Policy, Standards and Guidelines](#).

## 3.0 Scope

---

This Policy applies to ITS and ITS supported agencies.

## 4.0 Information Statement

---

ITS and all ITS supported agencies must use the NY State Private Cloud for cloud-based service offerings, including but not limited to:

- Infrastructure as a Service (IaaS)
- Application Platform as a Service (aPaaS) or Platform as a Service (Paas)
- Serverless Computing or Function Platform as a Service (fPaaS)
- No-Code/Low Code Cloud Platforms or High-Productivity Platform as a Service (hpPaaS)
- Software as a Service (SaaS) offerings that are offered by ITS

The NY State Private Cloud may include services in public or private facilities, based on compliance with security requirements.

The NY State Private Cloud is a framework of services that provide New York State entities with secure technology services and solutions. NY State Private Cloud provides a set of shared core technology services, including, but not limited to, User Identity, Network Domain Naming, IT Service Management (ITSM), Monitoring, and Security Logging.

Third-Party Cloud services can integrate with the NY State Private Cloud framework. In this context, a Third-Party Cloud refers to any external cloud hosting not directly managed by ITS. Integration requires that Third-Party Cloud services utilize core or enterprise services consistent with ITS Technical Standards and meet or exceed the security and legal requirements associated with State data.

### 4.1 Roles and Responsibilities

#### 4.1.1 Authorization to Use a Third-Party Cloud

The authorization to use a Third-Party Cloud may only be granted by the ITS Chief Technology Officer (CTO) or an assigned designee. ITS shall keep an approved list of authorized designees.

#### 4.1.2 Information Owner Responsibility

All data security requirements, including identifying geographic residency, are the responsibility of the agency information owners (see “Determining the Information Owner” in [NYS-S14-002 Information Classification standard](#)).

Placement of data at rest will be based on the data requirements as identified by the information owners. Compliance may limit the use of services or require that data reside at specific facilities.

### 4.2 Service Offering Governance

#### 4.2.1 ITS as a Cloud Broker

As the State’s Cloud Broker, ITS may source and integrate Third-Party Clouds to deliver IT services. SEs may not independently procure Third-Party Cloud services without ITS CTO pre-approval.

#### 4.2.2 Third-Party SaaS Offerings

Procurements of cloud services must comply with all applicable ITS Policies and Technical Standards. The Contract with the Third-Party Cloud offeror must include language binding contractors to monitor policy changes, report any deficiencies and either request exceptions or remediate any deficiencies. A sample of such language can be obtained by contacting the ITS Division of Legal Affairs at [its.sm.dla@its.ny.gov](mailto:its.sm.dla@its.ny.gov).

## 5.0 Compliance

---

This policy shall take effect upon publication and compliance is required. ITS may amend its policies and standards at any time; compliance with amended policies and standards are required.

If compliance with this standard is not feasible or technically possible, or if deviation from this policy is necessary to support a business function, an exception may be requested through the Chief Technology Office's exception process.

## 6.0 Definitions of Key Terms

---

Except for terms defined in this policy, all terms shall have the meanings found in <http://www.its.ny.gov/glossary>.

Term	Definition
<b>Cloud Broker</b>	An entity that manages the use, performance, and delivery of cloud services, and negotiates relationships between cloud providers and cloud consumers. As cloud computing evolves, the integration of cloud services may be too complex for cloud consumers to manage alone.

## 7.0 Contact Information

---

Submit all inquiries and requests for future enhancements to the policy owner at:

**Chief Technology Office**  
**Reference: ITS-P19-002**  
**NYS Office of Information Technology Services**  
**State Capitol, ESP, P.O. Box 2062**  
**Albany, NY 12220-0062**  
**Telephone: (518) 402-7000**  
**Email: CTO@its.ny.gov**

ITS policies, standards, and guidelines may be found on the Inside Edge at: <https://nysemail.sharepoint.com/sites/myITS/InsideEdge/Pages/Policies.aspx>

## 8.0 Revision History

---

This policy shall be reviewed at least once every two years to ensure relevancy.

Date	Description of Change	Reviewer
06/01/2020	Issued policy	Chief Technology Office

## 9.0 Related Documents

---