



Office of Information Technology Services Standard	No: ITS-S18-002
ITS Standard: Service Taxonomy	Updated: 09/23/2020
	Issued By: NYS Office of Information Technology Services Owner: Chief Technology Office

1.0 Purpose and Benefits

Provide a common taxonomy for the services provided by the Office of Information Technology Services (ITS) to foster consistent communication among all stakeholders. As a result, ITS can drive innovation for New York State (NYS) agencies, employees and citizens.

2.0 Authority

Section 1 of Executive Order No. 117 charges the State Chief Information Officer with overseeing and supervising the management and operations of the ITS. *Section 102(2) of the State Technology Law* gives the Director of ITS responsibility for the administration of ITS. 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 employees and contractors.

4.0 Information Statement

ITS hereby adopts the Taxonomy developed by the Technology Business Management Council and shall categorize all services using the Council's framework. Information on the taxonomy may be found at <https://www.tbmcouncil.org/>. Version 3.0.2 of the Taxonomy is currently being adhered to, with the State Government Business Services extension. The State Government Business Service extension may be found in Exhibit 1 of this Policy.

5.0 Compliance

This standard shall take effect upon publication. Compliance is required with all enterprise policies and standards. ITS may amend its policies and standards at any time; compliance with amended policies and standards is required.

Exceptions must follow NYS's Technology Exception Policy.

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
ITBM	Information Technology Business Management
Taxonomy	Science of classification according to a predetermined system, with the resulting catalog used to provide a conceptual framework for discussion, analysis or information retrieval

7.0 Contact Information

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

Chief Technology Office
Reference: ITS-S18-002
New York State Office of Information Technology Services
Empire State Plaza
P.O. Box 2062 Albany, NY 12220
Telephone: 518-402-7000

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 standard shall be reviewed at least once every year to ensure relevancy.

Date	Description of Change	Reviewer
11/16/2018	Issued Internal Document	Chief Technology Office
09/23/2020	Scheduled review, taxonomy version updated.	Chief Technology Office

9.0 Related Documents

[NYS-P03-002 Information Security Policy](#)

New York State – Office of Information Technology Services – Service Taxonomy Exhibit 1

ITS Extensions¹ to the Service Taxonomy Standard

Business Services: State Government

- Commerce Services
 - Employment Assistance
 - Labor Management
 - Business Development and Management
 - Economic Services
 - Regulatory Services
- Education
 - Early Childhood Development
 - K-12 Education
 - Higher Education
 - Professional Development and Certification
 - Regulatory and Audit Functions
- Military Services
 - Veteran Services
 - Emergency Management
 - National Guard and Militia
 - Disaster Management and Planning
 - Regulatory and Compliance Services
- Civic Engagement and Law
 - Voting and Democratic Participation
 - Legislative Services
 - Archives and Information Requests
 - Civil and Appellate Courts
 - Executive Office and Performance Management
- Fiscal and Revenue Services
 - Revenue Collection Services
 - Regulatory and Enforcement Services
 - External Audits
 - Internal Audits
 - Investment Banking
 - Bonds and Interest
 - Real Estate
 - Capital Management

¹ State Government TBM Taxonomy – Version 1.0 - February 2020

- Land Management and Conservation
 - Public Land Administration
 - Environmental Protections
 - Animal and Pest Management
 - Parks and Recreation
 - Regulatory and Enforcement Services
- Health and Human Services
 - Public Health
 - Government Healthcare Provider Administration
 - Medical Records Management
 - Medical Licensing
 - Compliance and Audit Services
- Public Safety
 - Police and First Responders
 - Prisons and Corrections
 - Civil Enforcement
 - Investigative and Compliance Services
 - Criminal Justice System
- Transportation and Infrastructure
 - Maintenance and Operations
 - Project Delivery
 - Planning and Modal
 - Infrastructure Management and Tolling
 - Fleet Management
 - Transportation Licensing