

IT's



about speed!

**CIO/OFT Technology
Shared Services Catalog**

IT's



about accuracy!

IT's



about results!



NEW YORK STATE CHIEF INFORMATION OFFICER
CIO/OFT
NEW YORK STATE OFFICE FOR TECHNOLOGY
We Know IT... IT's What We Do!®

1-866-789-4638

Your Partner in Information Technology

The New York State Chief Information Officer/Office for Technology (CIO/OFT) administers one of the largest and most secure technology enterprises in New York State. We offer a wide array of enterprise information technology shared services to New York State government.

**Customer Care Center • eMail • Distributed Systems • Mainframe Hosting
Data Storage • Print Services • Telecommunications • Managed Desktop and
Network Services • Statewide Network (NYeNet) • Directory Services
Web Services • Technology Training • Project Management**

New York State is committed to delivering innovative cost-efficient information technology solutions enabling governments to improve the quality of life for our citizens, our businesses, and our visitors. This commitment drives CIO/OFT employees to excel in their jobs and propels our organization on its journey from “Good to Great!”

When you choose to use CIO/OFT technology services, our team is with you every step of the way – from initial design through implementation and ongoing support. Our aim is to help you achieve your business goals in the most efficient and cost-effective manner possible, because you are our partner in information technology (IT).

Your Customer Relations Manager (CRM) will work with you to understand your unique business requirements and how our services can best help meet your needs. Our partnership continues through the use of a mutually agreed upon Service Level Agreement (SLA). With a signed SLA, all parties know what their roles and responsibilities are and what to expect. The SLA defines performance measures, service level targets, and service commitments for the IT services procured by you and provided by CIO/OFT.

In addition, you will have an opportunity to understand how CIO/OFT is performing by viewing our monthly online performance dashboard. CIO/OFT makes the commitment to deliver high quality service and will always strive to meet or exceed our established performance metrics.

We realize that it's not enough to simply offer quality services; our partners deserve more. That's why CIO/OFT has invested in the infrastructure and in skilled staff to ensure our services are secure, reliable, and well-supported.



Customer Care Center



CIO/OFT provides first level application and technology infrastructure help desk support to New York State agencies. Equipped with state-of-the-art service management tools, CIO/OFT's Customer Care Center's (CCC) main objective is to solve your problems as quickly as possible, 24 hours a day, 7 days a week, 365 days a year. **We never close!** From the time your call is received and all the way through to closure, the CCC is your **"Incident Manager."**

The CCC supports personal computers, terminals, peripherals, custom and commercial off-the-shelf software for state, county and local jurisdictions.

We Offer:

- 24 x 7 x 365 support – We never close!
- Support for custom products or applications
- Critical Conference Bridges – The CCC uses a critical conference bridge to focus technical expertise on complex events and to streamline communications., for quicker resolution
- Customized communications with customers and technical support staff
- Full help desk operations, including the assignment of severity levels and coordination of related incidents to bring to a satisfactory resolution

We manage calls from over 50,000 users at 1,500 New York State locations.

More than 75 percent of user problems are resolved during the initial call.



NYS eMail



NYSeMail – a recipient of two outstanding service awards by the Center for Digital Government's – Best of NY for Excellence in Operations, Support & Service and Best of NY for Best IT Collaboration Among Organizations, is the state's centralized email and calendaring system. Our NYSeMail team ensures a smooth migration for every customer agency. This group is highly skilled in customer relations, technical systems, training, support, and project management.

CIO/OFT's NYSeMail service transmits over 1,000,000 email messages daily with 99.99% availability rate.

"Our move to NYSeMAIL was fast and smooth. CIO/OFT developed a well-defined project plan, and moved forward quickly with a very well-supported and seamless migration. CIO/OFT has clearly done its homework in developing the NYSeMAIL migration program."

- Thomas Meyers, CIO,
Developmental Disabilities
Planning Council



We Offer:

- Mailbox with Folder Management
- Hosted Distribution Lists – Up to 20,000 addresses per list
- Calendaring – with Cross-Agency and Free/Busy Look-up
- Web Access and Mobile Device Support
- Antivirus and Spam Control
- Security and Backups
- Multi-Agency Global Address Book
- Synchronization of Address Books with External Devices and PDA's
- 24 x 7 x 365 Support by the Customer Care Center



CIO/OFT's servers have a 98.9% Availability Rate.

We support a large, complex active directory with over 60,000 users and 30,000 computers.

Data Center

IT SERVICE

Distributed Systems Services, Mainframe Hosting, Data Storage, Print Services

Distributed Systems Services

CIO/OFT provides highly secure and flexible managed server hosting services, while maintaining aggressive plans to deliver the most cost-effective infrastructure solutions. Customer agencies are able to select the level of server hosting support that best meets their business needs.

As government enhances operations, we ensure your mission-critical data and applications can grow with your needs. CIO/OFT provides a full-scale solution to save you the expense, risks, and hassle of designing, building and operating your own data center.

We Offer:

- Server Hosting – Distributed systems servers are deployed on a robust and secure network infrastructure in a secure data facility
- Virtual Turn-Key Servers – These allow for very rapid application deployments with no up-front capital investment
- Architecture Consulting & Design – We help our you align applications and systems with your enterprise business goals



Our Mainframe operations have a 99.99% Availability Rate.

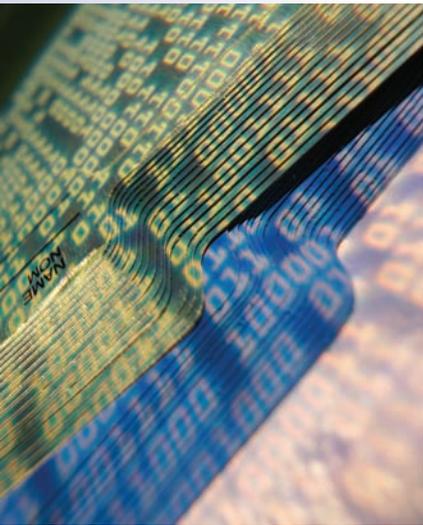
Mainframe Hosting Services

Our Mainframe Hosting Services permit our customers to take advantage of CIO/OFT's comprehensive end-to-end mainframe architecture. The State's four mainframe Data Centers manage and operate Unisys and IBM mainframes, which host more than 50 mission-critical applications for over 20 state agencies.

CIO/OFT's Command Center provides a secure facility to monitor your largest computer assets on a 24 x 7 x 365 basis, and supplies the operational and technical expertise necessary to support these critical State IT assets. CIO/OFT's mainframe monitoring services provide expertise on software standards and hardware characteristics to ensure optimal performance.

We Offer:

- 24 x 7 x 365 Console Monitoring
- Software Installation and Maintenance – This includes a wide selection of software
- Capacity Planning – Configurations are adjusted to meet customer needs
- IBM Online Report Viewing – To provide a fully managed report viewing and distribution environment
- Tape Services – We offer a number of services for usage and management of mainframe tape media
- Disaster Recovery – Our infrastructure provides levels of resiliency, redundancy and reliability hard to find elsewhere



**CIO/OFT Data Storage
Availability Rate is 98%**

Data Storage

CIO/OFT offers several tiers of data storage to our customers who benefit from our Main-frame or Server Hosting services. Our data storage service allows our customers to match performance and availability requirements with cost to result in the best performance for the cost. CIO/OFT provides the best value of any storage offering and utilizes 100% of available storage capacity. Data Storage is billed based on the allocated amount of disk space used on a monthly basis.

We Offer:

- Provisioning – CIO/OFT will add or remove distributed systems servers from the Data Center as required
- Monitoring and Problem Resolution – CIO/OFT will actively monitors the storage network and disk infrastructure
- Capacity Planning – To ensure high availability CIO/OFT will review storage utilization and make changes necessary to free up resources to meet customer requirements
- Architecture and Design – CIO/OFT will architect and design cost effective storage solutions based on the industry's best practices



Print Services provide customers with a range of options from high volume laser printing to packing to mailing and delivery with rapid turnaround.

Print Services

CIO/OFT centralized data center Print Services provide customers with services ranging from high volume laser printing to packaging, mailing and delivery with fast turnaround, low prices and excellent customer service.

We Offer:

- Printing – High quality print can be completed in all of the standard paper formats as well as for some paper
- Customer Stock Storage – The CIO/OFT Print Center will maintain limited storage space for customer print stock
- Packaging – Packaging includes any special print separation, sorting and” breakdown of output, shrink-wrapping and placing output in envelopes or delivery boxes.
- Mailing – CIO/OFT will prepare the print materials for mail services including addressing envelopes/boxes
- Delivery – CIO/OFT will move packaged print to a customer destination at a determined frequency





Telephony availability continues to exceed “best in class” industry averages. According to Gartner, “best in class” availability for an enterprise is 99.95%. CIO/OFT’s target is even higher 99.99%. CIO/OFT continually meets this target service level.

Telecommunications



CIO/OFT offers a complete array of voice communications solutions to NYS agencies. Agencies can choose from a variety of feature-rich dial tone services, voicemail, free on-net calling, call center and video conferencing services.

CIO/OFT enables government entities to improve communications with customers, partners, and employees. Our goal is to enhance your organization by offering quality, reliable and robust telecommunications services. CIO/OFT is customer focused and strives to be your first choice for telephony service.

We Offer:

- Dial Tone – Dial Tone is the defining aspect of telephony with an availability rate of 99.99%
- Voice Mail – Voice Mail can be accessed from anywhere with a touchtone phone.
- Telephony Training – Training is provided for all telephone equipment supported at CIO/OFT locations
- Video Teleconferencing Rooms – Our Video Teleconferencing rooms can accommodate up to eight people at the conference table and are available at four locations (Albany, Hauppauge, New York City, and Watertown)



Recognized as “Best in Class”

Recipient of the Best of NY service award for Excellence in Disaster Response by the Center for Digital Government.

OneNetNYS Team was a State finalist for the ACT Intergovernmental Solutions Award.

Managed Network Solutions

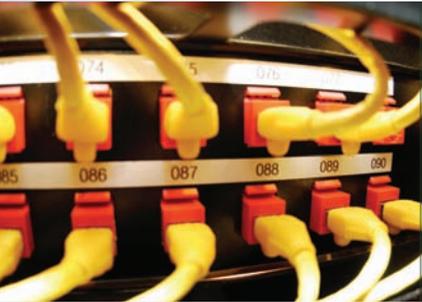


CIO/OFT can provide your organization with a “Best in Class” complete suite of PC, local and wide area network (LAN/WAN) services. You’ll work with an experienced team who are the recipients of the Center for Digital Government’s Best of New York Award for “Best Practice in IT Infrastructure Management.”

Our experience in maintaining large critical and complex networks with the depth of skilled staff ensures your desktop and networking needs are always met. This allows your IT staff to focus on other tasks critical to your organization’s mission.

We Offer:

- Customer Desktop Management – CIO/OFT will provide centralized customized management of your network including network design, implementation, and monitoring support
- Emergency Remote Office – CIO/OFT can establish temporary “offices” to provide critical human services and disaster assistance for emergency situations
- Internet Access
- OneImage – This application allows you to setup multiple workstations configured the same way through high speed workstation imaging program
- OneNetNYS Network Integration – This is a central gateway consisting of two high speed circuits used to improve access to state agency applications on the NYeNet from county and municipal networks
- Virtual Private Network – CIO/OFT will provide secure remote network access using the public internet for State employees and other authorized users
- Workstation Support & Management – This service allows you to speed up and simplify hardware and software deployments



CIO/OFT supports a secure network of over 1,600 miles.

Statewide Network (NYeNet)



The NYeNet backbone is a “digital backbone” of high-capacity fiber optic cables with network access points (NAP) across New York State. CIO/OFT’s current backbone configuration operates at a speed of 10 (Gigabytes), or approximately 10 billion bits per second.

Organizations connected to the NYeNet are able to share information and access common applications via a connection between two fiber channel controls. The NYeNet provides your organization with statewide connectivity at competitive speeds and prices to meet your needs and budget. Support for this service is provided 24x7x365.

We Offer:

- ePort – This service provides enhanced manageability and a redundant environment to its participants
- iPort – Making use of the redundant NYeNet network infrastructure, CIO/OFT provides internet connectivity.



New York State Directory Services protects over 120 web-based applications owned by numerous state agencies with over 850,000 users.

NYS Directory Services



NYS Directory Services (NYSDS) is a centralized user identity and access management service for statewide Internet and Intranet applications. The NYSDS solution includes a single sign-on capability across all domains and provides state and local government, business partner, and private citizen users with a personalized view of all applications for which they have been authorized.

We Offer:

- Delegated Administration – With this service, select users manage agency accounts through a web application
- Self Care – End users can be given the ability to manage account settings.
- Consulting Services – CIO/OFT Experts assist with appropriate security solutions for your application
- High Availability – NYSDS production environment is comprised of redundant Data Centers to optimize availability



“Exploiting Web 2.0 social networking tools is critical for improving outcomes for children and families in New York State. We need to use these services so that we can provide children with the critical services they need to become healthy and happy young adults.”

- Commissioner Gladys Carrion, Esq. NYS Office of Children and Family Services

2010 Best of New York Award Recipient



In 2009, 3,509 Students Attended 328 Classes Conducted by the CIO/OFT Technology Academy. Our average student customer satisfaction rating is “X” on a 5pt scale = 5 = excellent

Empire 2.0 Web Services



CIO/OFT’s innovative Empire 2.0 Web Services Group builds clean, easy-to-use, interactive websites that use Web 2.0 collaboration tools. Our content managers provide content maintenance or you can maintain your own content using a fully supported content management system. Websites are hosted on servers in the NYS Enterprise Data Center. Whether you’re looking to design a website or improve an existing website, CIO/OFT works with your agency to define and implement your needs.

The Empire 2.0 Web Services Group, a 2010 Best of NY Award recipient, is a designated “Center of Excellence.” This Center has received national recognition as a best practice. The Team will help you explore ways to dynamically enhance or build your websites and will help you engage a wider audience.

We Offer:

- Website Design Services
- Website Content Management Tools
- Website Hosting Services
- Social Networking and Web 2.0 Guidance and Tools



Technology Academy



The New York State Technology Academy provides a broad range of strategic IT services to achieve training needs through the use of technology. We offer a variety of low cost solutions available to meet your training needs and to develop an innovative and talented IT workforce.

We Offer:

- EmpireKnowledgebank – This program feature offers 24 x 7 desktop training with unlimited access to over 3,000 online courses and 11,000 reference books in content areas of technology, desktop software, and professional development and management
- eLearnNY – You can use this free eLearning authoring tool to create and deliver custom e-learning courses, such as agency orientation training
- State-of-the-Art Computer Training Rooms and Large Multi-Purpose Training Space – Our training rooms can accommodate 60 people, are located in Albany, and are available at no cost to state and local governments



Project Management



CIO/OFT's Enterprise Program Management Office (EPMO) serves in several capacities including the provision of project management (PM) standards, tools and expertise in the role of a PM Center of Excellence, PM services, and Project Portfolio Management. The EPMO is tasked with the continual improvement of project management, and increasing and sustaining project success for CIO/OFT and our partner agencies.

Over 700 people representing 52 countries have registered to use our Project Management Guidebook.

2010 Best of New York Award Recipient

We Offer:

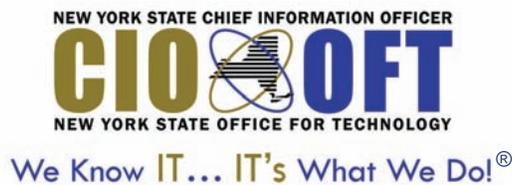
- Project Management Guidebooks (available electronically for no cost)
- Project Management Mentoring Program – CIO/OFT supports a mentoring program to help develop expert project managers
- Experienced Project Managers for Large, Complex Projects



- CIO/OFT Customer Relations Managers (CRMs) will work with you to understand your unique business requirements and how our services can best help meet your needs. CRMs facilitate usage of services and intergovernmental communication. If you're interested in ordering a service or becoming a CIO/OFT customer, please contact Customer Relations at customer.relations@cio.ny.gov or call 1-866-789-4638

- If you call you will be given three options. Choose Option 2 (State and Local Government Customer Service) to reach the appropriate Customer Relations manager for your organization.





www.cio.ny.gov
customer.relations@cio.ny.gov
www.facebook.com/nystatecio

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