



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

## 1.0 Purpose and Benefits

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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

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*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 Enterprise Information Technology \(IT\) Policies, Standards, and Guidelines.](#)

## 3.0 Scope

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This standard applies to ITS and its employees (including full-time, part-time, and temporary employees), contractors, consultants, volunteers, interns, and ITS supported agencies (“Client Agency”).

## 4.0 Information Statement

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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

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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

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

## 7.0 Contact Information

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Submit all inquiries and requests for future enhancements to the standard 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**

Statewide technology policies, standards, and guidelines may be found at the following website: <https://its.ny.gov/policies>

## 8.0 Revision History

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This standard should be reviewed consistent with the requirements set forth in [NYS-P09-003 Process for Establishing Information Technology Policies, Standards, and Guidelines](#).

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

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

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

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ITS Extensions<sup>1</sup> 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

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<sup>1</sup> 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