NEW YORK STATE | Office of Information Technology Services

ITS STRATEGIC GOALS

DRIVE IT SYSTEM MODERNIZATION AND A CUSTOMER-FIRST EXPERIENCE AGENDA THAT CONNECTS GOVERNMENT TO ALL NEW YORKERS

- Modernize infrastructure to better support delivery programs that more fully serve New Yorkers, including the Integrated Eligibility System (IES), Tax Mod, DOL and others.
- Simplify processes and requirements to ensure one-click licensing and registration renewals for New York residents.
- Strengthen identity and access management to enhance security across the enterprise.
- Create secure, seamless and positive interactions between New Yorkers and their government.
- Build better websites and applications faster to provide important information and improve communication with individuals and families.
- Provide multiple customer satisfaction measurements and swiftly act on the results.

ENHANCE CYBERSECURITY ACROSS EVERY LEVEL OF GOVERNMENT TO PROTECT STATE AND LOCAL RESIDENTS

- Grow the NYSOC, add local government subscribers and boost its tools and capabilities.
- Continue to lean on proactive, not reactive, defenses.
- Meet aggressive cyber remediation targets and further reduce legacy debt.
- Implement multifactor authentication (MFA) across additional applications.
- Provide first-class cybersecurity training to an army of state and local government employees.
- Secure New York State as a recognized national leader in the cybersecurity space.

LEVERAGE ARTIFICIAL INTELLIGENCE TO INCREASE PRODUCTIVITY AND HELP HARDWORKING STATE EMPLOYEES

- Assist agencies in identifying and implementing new AI use cases to improve their operations.
- Deliver AI education and training to the full NYS workforce so they can grow their skills and get more done for New Yorkers.
- Improve the state's first-ever AI inventory to maximize transparency around the use of AI.
- Regularly update to the State's "Acceptable Use of AI Technologies" policy to ensure that New York has a roadmap for the safe, responsible deployment of AI.

ACHIEVE OPERATIONAL EXCELLENCE IN ALL WE DO

- Further streamline hiring, procurement and other processes that hinder service delivery.
- Continue to reduce incidents, downtime and request backlogs.
- Recruit and retain top tech talent statewide, including in New York City, and create a pipeline for the future.
- Complete transition to the new Dedicated Agency Service model and build on its success with agencies and New Yorkers.

its.ny.gov