

EXECUTIVE ORDER No. 140

October 20, 2010

AUTHORIZING THE DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TO CONSOLIDATE THE INFRASTRUCTURE OF AND ESTABLISH COORDINATED CITYWIDE POLICIES FOR INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS FOR THE CITY OF NEW YORK

WHEREAS, innovations in technology improve service to the City's 8.4 million customers and increase agency efficiency; and

WHEREAS, the City of New York has been and will continue to be a leader in using technology to improve the delivery of City services to its customers; and

WHEREAS, Information Technology (IT) for the City is currently managed in a decentralized manner across dozens of City agencies and entities with limited Citywide policies, standards or protocols; and

WHEREAS, technology advancements now enable significant cost savings and improved efficiency, security and service through a consolidated infrastructure and a coordinated approach to Citywide IT policies; and

WHEREAS, a consolidated IT infrastructure and a coordinated approach to Citywide IT policies will enable the City to standardize hardware and software platforms, improve IT service delivery to agencies, better leverage technology investments, implement best practices, reduce IT costs, enable agencies to focus on their core competencies, and reduce the environmental impact associated with IT infrastructure; and

WHEREAS, City agencies are dependent upon IT to carry out their respective missions and, therefore, should participate in and contribute to the process of consolidating IT infrastructure and the establishment of Citywide IT policies; and

WHEREAS, New York City Charter section 1072, which directs that the Department of Information Technology and Telecommunications (DoITT) "Plan, formulate, coordinate and advance information technology and telecommunications policies for the City" and "perform such other responsibilities with respect to information technology and telecommunications matters...as the Mayor shall direct," makes DoITT the appropriate agency to consolidate and manage IT infrastructure and establish and enforce coordinated Citywide IT policies;

NOW, THEREFORE, by the power vested in me as Mayor of the City of New York, it is hereby ordered:

Section 1. DoITT shall be responsible for establishing and enforcing Citywide IT policies and for ensuring that such policies are aligned with the City's business needs and investments, as well as the individual business needs of each agency;

(a) Citywide IT policies shall include, but not be limited to:

1. the acquisition and provision of datacenter sites and similar IT facilities;
2. the acquisition and provision of wired and wireless networks;
3. the assessment and standardization of IT applications that have a multi-agency or citywide impact, and evaluation of how applications can be coordinated among City agencies;
4. the maintenance of an interoperable Geographic Information Systems platform and related systems;
5. the provision of IT security services and standards;
6. the development and application of enterprise architecture standards;
7. all other areas deemed appropriate by the Strategic Governance Board.

(b) Agencies shall review IT investments with DoITT prior to final approval by the Office of Management and Budget to avoid duplicative efforts between agencies and ensure alignment with Citywide IT policies. This shall apply to all IT investments, regardless of funding source;

(c) DoITT shall expand its enterprise contract portfolio for suitable hardware, software and services to realize economies of scale and maximize the benefits of the City's investments; agencies must use these contracts unless they and DoITT find such contracts unsuitable for a particular business need, and are further responsible for working with DoITT and the Mayor's Office of Contract Services (MOCS) to develop contracts that meet their business needs.

§ 2. DoITT shall ensure that technology policies and investments are aligned with the City's business priorities by working with two governance bodies.

(a) Within 30 days of the signing of this Executive Order, a Strategic Governance Board chaired by the Deputy Mayor of Operations and consisting of the other Deputy Mayors, the Commissioner of DoITT, the Director of Management and Budget, the Director of Operations, and any other Mayor's Office representative designated by

the Deputy Mayor for Operations shall be convened to develop the Citywide IT strategy;

- (b) Within 30 days of the signing of this Executive Order, a Technology Governance Board consisting of at least one agency representative designated by each Commissioner and chaired by an appointee from DoITT shall be convened to develop technology-enabled business solutions, develop technology standards, rationalize business-driven exceptions to those standards, and make recommendations to the Strategic Governance Board concerning IT strategic direction for the City;
- (c) Agency Commissioners shall designate a senior executive as a liaison to work with DoITT to ensure the execution of the obligations of this Executive Order; DoITT shall likewise designate a liaison to each agency.

§ 3. DoITT shall consolidate IT infrastructure and related operations and services in order to provide a Citywide shared services IT environment.

- (a) DoITT shall work collaboratively with each agency to determine its respective IT service needs and requirements in connection with its incorporation into the shared services environment. Each agency will be consolidated into the shared services environment after its written IT needs and requirements assessment is completed and agreed to by DoITT and the agency. Agencies shall work with DoITT to achieve deadlines and deliverables, providing relevant information and the access necessary to evaluate agency IT infrastructure, including level of investment and existing service level;
- (b) DoITT shall establish and execute a Citywide plan to transfer datacenters and networks from individual agency management to a shared services environment. Datacenters and networks shall be operated in place by each City agency, with DoITT coordination, until such time as they are physically consolidated and decommissioned, or operated in place by DoITT;
- (c) To support a shared services environment, the DoITT Commissioner, each respective agency Commissioner and the Director of Management and Budget, in consultation with the Commissioner of Labor Relations and the Commissioner of Citywide Administrative Services, shall collectively determine the necessary fiscal, IT staffing and facility resources to transfer from that agency to DoITT;
- (d) DoITT shall work with the Office of Management and Budget and the Strategic Governance Board to determine the appropriate funding mechanism to sustain the consolidated shared services environment, maximizing the use of non-City funding;
- (e) All City agencies shall transition to DoITT-managed email service by December 31, 2011;

- (f) All City agencies shall transition to DoITT-managed service desk services by June 30, 2012;
- (g) IT services that are not consolidated, including application development, shall continue to be managed by agencies, subject to review by the Strategic Governance Board.

§ 4. DoITT shall be responsible for regularly reporting performance metrics with respect to infrastructure management and process timeframes in accordance with ISO/IEC 20000 and other industry-recognized standards, and for establishing and achieving service level agreements with each agency.

§ 5. There are Public Safety technology initiatives and systems that fall outside the purview of this Executive Order. Such determinations shall be made jointly by the Commissioner of DoITT and, respectively, the Commissioner of the New York City Police Department or the Commissioner of the Fire Department of New York.

§ 6. This Order shall not apply to IT systems administered and operated by the State and/or Federal Government, including local systems identified to be tightly coupled to these systems during the assessment process, or to IT systems involved in classroom instruction.

§ 7. All agency heads are directed to cooperate fully with DoITT in implementing and complying with this Order.

§ 8. This Order shall supersede any provisions of prior orders or directives that are inconsistent with the policy objectives set forth herein.

§ 9. Executive Order 98, dated December 20, 2006 is hereby REVOKED.

§ 10. Effective Date. This Order shall take effect immediately.

Michael R. Bloomberg  
Mayor