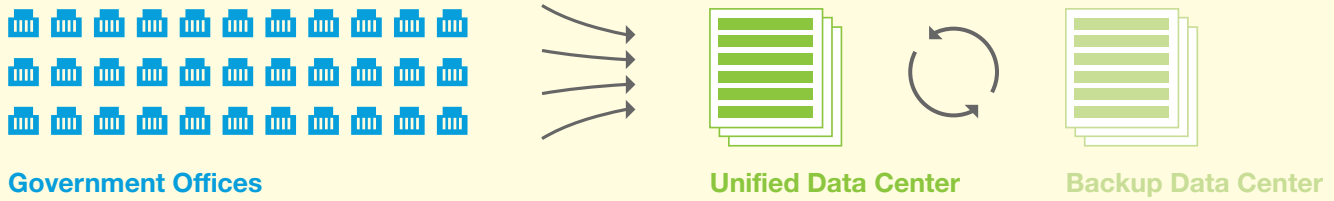


NYC Citywide IT Infrastructure Services (CITIServ) Program

CITIServ is a program to modernize and optimize the City's IT infrastructure environment by consolidating disparate data centers, reducing the City's infrastructure footprint, and providing a unified set of shared services to a broad range of City entities.

CITIServ will increase inter-agency data sharing, and allow for more effective collaboration to better serve the City's many businesses, visitors, and residents.



WHY CITIServ?

Today, the City of New York operates more than 50 unique data centers, having evolved in a fragmented way across nearly four dozen entities, many of which lack fundamental capabilities such as 24x7 support, fire suppression, disaster recovery, and security planning. An IT infrastructure that operates in a shared services environment can:

- Generate significant cost savings
- Improve overall IT service quality for agencies
- Establish service levels and greater transparency
- Improve space rationalization across City facilities
- Optimize buying power
- Strengthen physical and data security controls
- Reduce the City's carbon footprint
- Enhance reliability and issue resolution through unified service desk and performance metrics

CITIServ AND IT SHARED SERVICES

The City's IT infrastructure is critical to supporting the uninterrupted delivery of services to New Yorkers. In October 2010, Mayor Michael R. Bloomberg signed Executive Order 140, charging the Department of Information Technology and Telecommunications (DoITT) to develop and implement an IT infrastructure modernization and consolidation program as part of a shared services agenda. In addition, Executive Order 140 calls for all City agencies to transition to DoITT-managed email and service desk by December 31, 2011 and June 30, 2012 respectively.

By sharing the latest in operating system, server, development and collaboration tools across agencies, the City is able to increase productivity among software programmers, application developers and other IT resources by reducing the need to purchase, support and maintain new hardware at the individual agency level. When agencies are migrated into the CITIServ shared services environment, they are able to focus increased attention on their core missions of serving the public while their IT infrastructure is managed and supported by DoITT, 24x7.

The CITIServ program offers:

- **Application Hosting Services:** standard dedicated and virtual hosting environments with a variety of service levels, processing and memory capacities
- **Network Services:** access to CityNet, Voice over Internet Protocol (VoIP), Video Conferencing, Virtual Private Networks, and the New York City Wireless Network (NYCWIn)
- **Data and Storage Services:** modern, flexible storage solutions for all hosted applications
- **Collaboration Services:** email with archiving; BlackBerry; eFax; Instant Messaging
- **Citywide Service Desk:** a convenient, single point of contact for end users to address IT support needs, IT issue resolution, as well as ticket generation/tracking

The CITIServ portfolio of services is accessible through DoITT's Service Catalog, the one-stop online location for accessing the Agency's full suite of shared services.

CITIServ GOVERNANCE

To ensure timely and effective oversight for each aspect of the CITIServ effort, the program has defined seven key workstreams, each led by a single point of accountability, all of which are orchestrated via a central project management office. They are:



1. **Service Offerings:** constructs and maintains a complete online catalog of IT services
2. **Service Delivery & Support:** develops operational processes to provide future state IT services
3. **Transition Services:** with agency collaboration, develops methodology and project timelines for agency migrations
4. **Technical Architecture & Facilities:** identifies and develops appropriate facilities
5. **Financial Services:** develops cost/benefit tracking and funding models
6. **Human Resources:** provides cross-agency human resources and labor relations representation and planning
7. **Communications:** works to keep all stakeholders apprised of CITIServ's projects, future plans, and shared achievements

CITIServ PROCESS AND OUTCOME

CITIServ is a collaborative, multi-agency effort that employs rigorous and repeatable processes to ensure transparency and predictability to impacted agencies. The program entails three key steps:

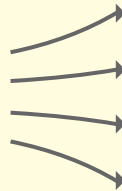
1. **Agency Deep Dive Assessments:** For each agency, the consolidation process starts with a “deep dive” assessment to evaluate the agency’s current IT environment. Working closely with agency staff and leadership, agency processes and best practices are assessed and existing applications and assets are thoroughly inventoried. The assessment will identify where an agency’s business needs can be aligned to specific services in the suite of DoITT’s IT service offerings as well as establish baselines to inform the project plan for an agency’s migration into the CITIServ environment.
2. **Agency Migration Plan:** Following the deep dive assessment, the CITIServ team works closely with agency staff and leadership to develop an appropriate timeline and schedule for migration. Migration schedules will account for agency peak operating periods and other circumstances and will be coordinated to ensure minimal disruption on agency operations.
3. **Agency Migration:** Following the Migration Plans, DoITT will work with each agency to ensure an effective and seamless migration. Migrations may involve physical relocation of hardware, software and IT personnel to the DoITT CITIServ environment.

Following a successful migration, each agency will benefit from a state-of-the-art IT environment that includes 24x7 service desk, hosting, storage, email, virtualization, and network services support and are provided ongoing support and access to the suite of DoITT IT Shared Services.

AGENCY ASSESSMENT ROADMAP

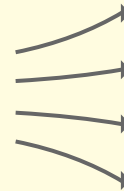
CY10 Agency assessments

1. DHS	8. DSNY
2. ACS/DJJ	9. DYCD
3. BERS	10. HPD
4. DEP	11. MOME
5. DOB	12. OCME
6. DOE	13. RecTech
7. DOF	



CY11 Agency assessments

Q1 & Q2	Q3 & Q4
1. DCA	7. DoHMH
2. DCAS	8. DOP
3. DCLA	9. DOR
4. DCP	10. DPR
5. DDC	11. OPA
	12. SBS



CY12 Agency assessments

Q1 & Q2	Q3 & Q4
1. EDC	7. NYCHA
2. HHC	8. OEM
3. HRA/DFTA	9. OMB
4. LAW	10. SCA
5. LPC	11. DOT
6. Mayor's Office	12. NYPD
7. DOC	13. FDNY