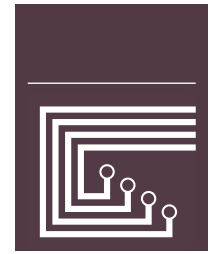


OFFICE OF TECHNOLOGY AND INNOVATION

Matthew C. Fraser, Chief Technology Officer



WHAT WE DO

The Office of Technology and Innovation (OTI) consolidated the City's technology departments and offices into a single technology organization designed to help streamline their operations and foster interagency cooperation. OTI builds partnerships with City agencies large and small to ensure the best possible technology services, tools and guidance are available to drive technology excellence at all levels. In addition, OTI works with industry, academic, and civic partners to enhance the overall technology ecosystem of New York City to provide opportunities for those disconnected from the digital economy and make our City a world-leading location for technology innovation, enterprise, and equitable participation.

FOCUS ON EQUITY

OTI is dedicated to delivering technology-based services that improve the lives of all New Yorkers and bridge the digital divide that has inequitable impacts. In Fiscal 2023, OTI continued the implementation of cornerstone digital equity projects—Big Apple Connect and Link5G—that ensure greater accessibility to connectivity for underserved New Yorkers. Big Apple Connect provided free high-speed internet access to over 136,000 households in 203 developments in Fiscal 2023 and was expanded to 220 sites in Calendar 2023. The Link5G initiative will deploy additional kiosks to upgrade critical telecom infrastructure and improve wireless access across the City; 90 percent of Link5Gs deployed will be in Bronx, Brooklyn, Queens, Staten Island, and above 96th Street in Manhattan. In addition, OTI is increasing device access and digital literacy through various other programs, including Connected Communities, a digital inclusion initiative that provides digital literacy and employment resources in historically underserved areas, and Gigabit Innovation Centers. In partnership with Department of Parks and Recreation (DPR), the Department for the Aging (DFTA), New York City Housing Authority (NYCHA), and the City's three library systems, [NYC Connected Communities](#) underwrites over 100 public sites to enable critical delivery of devices, software, mobile hotspots, and over 24,000 hours annually of high-quality digital literacy programs. In Fiscal 2023, OTI, in partnership with LinkNYC, added two additional Gigabit Centers in [Brooklyn](#) and [Staten Island](#) for a total of five citywide. These centers provide access to high-speed internet, digital devices, digital skills training for youth and older adults, and the ability to participate in training workshops and English classes.

OUR SERVICES AND GOALS

SERVICE 1 Deliver City IT services including hardware, software and technical support.

- Goal 1a Provide quality service delivery and performance monitoring.
 - Goal 1b Resolve all service disruptions within targeted levels.
 - Goal 1c Ensure all application development and IT infrastructure projects are delivered on time.
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SERVICE 2 Support sharing and management of citywide data and information.

- Goal 2a Increase the public's use of City government information through NYC.gov.
 - Goal 2b Increase the amount of publicly available data.
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SERVICE 3 Regulate franchised cable services.

- Goal 3a Ensure customer complaints are resolved positively.
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SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

- Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.
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SERVICE 5 Arrange for free, fast, and reliable internet access to eligible NYCHA residents.

- Goal 5a Ensure widespread adoption of broadband across eligible NYCHA developments.
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SERVICE 6 Accelerate and simplify the delivery of City services and modernize supporting technologies.

- Goal 6a Establish and maintain an online portal for accessing all City services and benefits.

HOW WE PERFORMED IN FISCAL 2023

SERVICE 1 Deliver City IT services including hardware, software and technical support.

Goal 1a Provide quality service delivery and performance monitoring.

During the Fiscal 2023 the consolidated Office of Technology and Innovation focused its critical mission of leveraging technology for New Yorkers by both simplifying and enhancing the total number of government services. The agency continued to support NYC and made significant progress towards implementing the key components of OTI's Strategic Plan.

In Fiscal 2023, OTI continued to provide more support for other City agencies than in previous fiscal years. This was primarily driven by the need for new information technology (IT) services, as well as the need for support of infrastructure, security and public safety initiatives at agencies. During Fiscal 2023, the number of information technology services offered to agencies by OTI increased to 531, doubling what was provided in Fiscal 2022. Similarly, the number of incidents impacting these services increased to 573. OTI expects these automated incidents to decrease as the Agency fine tunes software monitoring these services. Additionally, OTI's Public Safety division, which is responsible for managing critical 911 infrastructure, experienced no critical outages for the fourth consecutive fiscal year.

New York City's Next Generation 9-1-1 (NG911) is on track to receive an all-digital makeover by the end of 2024 that will revolutionize how callers, call-takers, and first responders understand the emergency before arriving to the scene. NG911 will not only allow people to send texts and videos to emergency service call takers, but also enhances the City's technology resiliency by providing a reliable, consolidated, and secure technology foundation at the City's two Public Safety Answering Centers (PSACs).

In February 2023, OTI completed the Storage Modernization Project, consolidating computer memory storage from sites across the five boroughs into two secure, resilient datacenters. The modernization project, which took more than a year required partnering with over 50 City agencies, increased storage, and processing for better service to City agencies and New Yorkers. It also provided new auditing and ransomware detection capabilities, eliminating the risk of service degradation.

In February 2023, OTI refined the relationship between Cyber Command, who leads the City's cyber defense efforts, and the Office of Information Privacy, improving interoperability and collaboration regarding privacy efforts. OTI solidified the keystone standards of privacy protection—gathering, holding and disclosure of sensitive information. Among the actions taken were revised standards for reporting privacy incidents; the development of a new Data Classification toolkit; refresher training for agency privacy officers and the establishment of a Citywide Privacy Protection Committee.

During Fiscal 2023, OTI automated password resets and unlocks, the most requested service from the Citywide Service Desk. Password recovery and unlocks for NYC employees is now simple. Automation was achieved through a combination of modifications to OTI's existing Password Self-Service (PSS) system and NYC employees enrolling and utilizing in Multi-Factor Authentication (MFA).

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Services OTI provides	NA	NA	NA	352	531	↑	↑	NA	Up
★ Incidents that directly impact services that OTI provides	NA	NA	NA	68	573	↓	↓	NA	Down
★ Critical public safety outages	2	0	0	0	0	↓	↓	Down	Down
★ Total outage time for critical public safety infrastructure (minutes)	15,841	0	0	0	0	↓	↓	Down	Down
★ Critical Indicator	● Equity Indicator	"NA" Not Available			↑↓ Directional Target		* None		

Goal 1b Resolve all service disruptions within targeted levels.

In Fiscal 2023, OTI continued to fine-tune the Agency’s automated monitoring tools and enterprise system while adding new IT services. The average critical priority incident resolution time was 11 hours, high priority incident was 27 hours and medium and low priority incidents were 53 hours and 25 hours, respectively. The increase in critical incident resolution was due to several factors including the dependency on third party telecommunication and cloud system vendors. To help address this increase, OTI initiated the Application Modernization project for 28 legacy applications OTI supports. Resolution times for high, medium, and low incidents remained stable compared to Fiscal 2022 despite a 33 percent workload increase in the number of incidents.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Incidents by severity level - Critical	89	157	100	61	163	↓	↓	Up	Down
Incidents by severity level - High	1,495	1,997	1,506	564	818	*	*	Down	Down
Incidents by severity level - Medium and Low	41,162	38,942	39,843	15,725	20,764	*	*	Down	Down
★ Average incident resolution time by SLA level (hours) - Critical	5	5	5	6	11	↓	↓	Up	Down
Average incident resolution time by SLA level (hours) - High	6	10	17	24	27	*	*	Up	Down
Average incident resolution time by SLA level (hours) - Medium	23	24	31	51	53	*	*	Up	Down
Average incident resolution time by SLA level (hours) - Low	15	21	5	27	25	*	*	Up	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1c Ensure all application development and IT infrastructure projects are delivered on time.

During Fiscal 2023 the number of requests for OTI services by agencies increased to 57,077 and the average time to deliver these services for external agencies was 14 days. This increase is due to a 93 percent increase in agency catalog requests. Among the leading catalog services requested by City employees through the Service Catalog during Fiscal 2023 were those for desk phones and new or replacement mobile devices, multi-factor authentication and software licenses.

In October 2022, OTI launched a customer satisfaction survey to collect feedback from agency customers on the quality of service delivery. Surveys are now distributed to 10 percent of every customer contact every 30 days (soon to be thirty percent of every 15 days). In Fiscal 2023 the survey response rate increased to 10 percent with a nearly 91 percent satisfaction rate. In Fiscal 2024 the OTI Service Desk will implement a survey-on-demand for every call contact.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ New service catalog submissions to support outside agencies	NA	NA	NA	29,646	57,077	*	*	NA	*
Number of catalog items	NA	NA	NA	67	91	*	*	NA	Up
Delivery time of services for external agencies (days)	NA	NA	NA	8	14	*	*	NA	Down
Percentage of customers satisfied	NA	NA	NA	NA	91%	90%	90%	NA	Up
Customer survey completion rate	NA	NA	NA	NA	10%	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 2 Support sharing and management of citywide data and information.

Goal 2a Increase the public's use of City government information through NYC.gov.

In August 2023, OTI launched Jobs NYC, a simple, streamlined site with clear instructions on how to obtain a City job, training or education opportunities. The site received a complete makeover utilizing the latest in standards in digital design. The number of NYC.gov web page reviews and unique visitors remained stable in Fiscal 2023.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
NYC.gov web page views (000)	257,038.9	288,651.9	312,134.4	296,892.7	274,770.7	*	*	Neutral	Up
★ NYC.gov unique visitors (average monthly) (000)	4,373	5,438	6,397	6,668	6,081	↑	↑	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2b Increase the amount of publicly available data.

In Fiscal 2023, the number of rows available for download on OpenData was 4,586,343,617. This indicator along with the increased number of dataset views on OpenData reflects an increase in the availability and public consumption of this data. Views and downloads of Open Data will naturally fluctuate over time depending on the public's desire for data. At times, specific datasets are more frequently requested for academic and business purposes. Throughout Fiscal 2023, OTI staff worked with City agency OpenData coordinators to expand both the number and quality of offerings available on the Open Data portal.

Throughout Fiscal 2023, OTI's Office of Data and Analytics (ODA) also held quarterly Analytics Exchange sessions for the community of data analysts across City agencies. These sessions, provide data visualization and dashboarding tools and techniques for both creators and consumers of analytic information. They also provide a forum for the understanding of data systems, tools, and business skills needed to deliver data-driven business change. In March of 2023, OTI and our civic technology partners held the annual Open Data Week. This festival of community-driven events offers opportunities for more people to learn about and engage with municipal open data.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Rows of data available for download on NYC.gov/OpenData	NA	NA	NA	4,136,674,015	4,586,343,617	*	*	NA	Up
Datasets with data dictionaries on NYC.gov/OpenData (%)	91.3%	91.4%	92.2%	91.7%	91.9%	*	*	Neutral	Up
NYC.gov/OpenData Dataset Downloads	NA	NA	1,288,693	1,621,870	1,526,703	*	*	NA	Up
NYC.gov/OpenData Dataset Views (Website)	NA	NA	4,038,236	4,161,744	4,909,461	*	*	NA	Up
NYC.gov/OpenData Dataset Views (API)	NA	NA	1,287,347,941	892,155,218	613,414,244	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 3 Regulate franchised cable services.

Goal 3a Ensure customer complaints are resolved positively.

In Fiscal 2023, OTI's Franchise Unit implemented the Franchise Infrastructure and Broadband Registry. This new system manages and improves the delivery of applications, permits and complaints system for the Franchise Unit. The new system contributed to a decrease of 36 percent in citywide video cable complaints in Fiscal 2023 compared to Fiscal 2022, and below 2,000 for the first time in four years at 1,550.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Video cable complaints citywide	NA	2,839	2,941	2,426	1,550	*	*	NA	Down
Video complaints resolved citywide (%)	NA	77%	78%	91%	90%	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

In Fiscal 2023, the number of subscriptions to the LinkNYC franchise, which provides free Wi-Fi service, phone calls and other services, crossed 13.5 million. The number of subscriptions increased in Fiscal 2023 while Link5G devices are installed in neighborhoods with a lack of other broadband options.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Cumulative number of LinkNYC subscribers	6,925,073	8,983,785	9,699,767	11,321,069	13,597,643	*	*	Up	Up
Summonses issued for LinkNYC kiosks with inoperable phone service or unacceptable appearance	24	59	73	175	42	*	*	Up	*
Revenue collected from LinkNYC Franchise Fees and liquidated damages (\$000)	\$33,823.1	\$0.0	\$26,875.0	\$5,466.0	\$5,892.0	\$4,500.0	\$4,500.0	Down	*
Residential buildings citywide that are serviceable by broadband (%)	NA	NA	NA	NA	87	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 5 Arrange for free, fast, and reliable internet access to eligible NYCHA residents.

Goal 5a Ensure widespread adoption of broadband across eligible NYCHA developments.

In Fiscal 2023, OTI expanded the Big Apple Connect (BAC) program, providing access to free internet and basic cable television services for New York City Housing Authority (NYCHA) residents. The BAC program expanded access to additional 67 NYCHA developments. At the end of Fiscal 2023 more than 136,000 households across 203 NYCHA developments have access to free internet and basic cable television services. This program was expanded further in Calendar 2023 to 150,000 households across 220 NYCHA developments.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Eligible residents adopting Big Apple Connect Services (%)	NA	NA	NA	NA	76.0%	*	*	NA	Up
NYCHA developments served by Big Apple Connect (%)	NA	NA	NA	NA	92%	100%	100%	NA	Up
Households served by Big Apple Connect	NA	NA	NA	NA	136,374	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 6 Accelerate and simplify the delivery of City services and modernize supporting technologies.

Goal 6a Establish and maintain an online portal for accessing all City services and benefits.

In March 2023 OTI successfully launched MyCity, which will serve as a one-stop portal with a common digital experience for accessing all City services and benefits. The first service under this portal is the child care application and was developed after months of concerted efforts from teams across the Office of Technology and Innovation, Administration for Children's Services, Department of Social Services, and Department of Education, as well as New York State's Office of Children and Family Services. The MyCity portal interface makes it easier for families to apply for child care assistance in a centralized application, which is received and processed by the correct City agency. MyCity users can check eligibility, apply for, and track services and benefits in the City's 11 most common languages, as well as securely and optionally save information and documentation for future applications. Through Fiscal 2023 over 8,000 child care applications were submitted through the MyCity portal.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Child care applications submitted using MyCity	NA	NA	NA	NA	8,022	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Citywide IT professional services contracts in use by agencies (%)	44%	49%	52%	52%	43%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	NA	NA	100%	100%	100%	*	*	NA	Up
E-mails responded to in 14 days (%)	NA	NA	100%	99%	99%	*	*	NA	Up
Percent meeting time to close – cable complaint - miscellaneous (30 days)	NA	NA	85	76	65	*	*	NA	*
Percent meeting time to close – cable complaint - video service (15 days)	NA	NA	53	61	73	*	*	NA	*
Percent meeting time to close – cable complaint - billing (30 days)	NA	NA	77	81	68	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$675.5	\$821.7	\$970.7	\$924.5	\$858.2	\$838.9	\$727.6	Up
Revenues (\$000,000)	\$160.4	\$150.7	\$172.1	\$170.3	\$155.1	\$160.0	\$143.3	Neutral
Personnel	1,562	1,687	1,646	1,564	1,166	1,659	1,282	Down
Overtime paid (\$000)	\$1,936	\$2,677	\$1,262	\$1,049	\$85	\$324	\$76	Down
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22¹ (\$000,000)	Modified Budget FY23² (\$000,000)	Applicable MMR Goals³
Personal Services - Total	\$161.3	\$164.6	
001 - Technology Services	\$82.9	\$85.7	All
003 - Admin/Operations	\$17.0	\$15.9	All
007 - 911 Technical Operations	\$18.2	\$18.9	1a, 1b, 1c
009 - Mayor’s Office of Media & Entertainment	\$7.4	\$8.9	*
011 - 311	\$18.7	\$19.9	*
013 - New York City Cyber Command	\$17.1	\$15.4	*
Other Than Personal Services - Total	\$763.1	\$758.9	
002 - Technology Services	\$456.7	\$427.7	All
004 - Admin/Operations	\$45.0	\$50.3	All
008 - 911 Technical Operations	\$81.0	\$82.8	1a, 1b, 1c
010 - Mayor’s Office of Media & Entertainment	\$26.1	\$28.9	*
012 - 311	\$52.6	\$45.4	*
014 - New York City Cyber Command	\$101.8	\$123.6	*
Agency Total	\$924.5	\$923.5	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³Refer to agency goals listed at front of chapter. “NA” Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- ‘Average incident resolution time by SLA level’ for all severity levels and ‘Revenue collected from LinkNYC Franchise Fees and liquidated damages were calculated incorrectly in the Fiscal 2023 Preliminary Mayor’s Management Report, which have been corrected and updated for Fiscal 2023 Mayor’s Management Report.
- ‘Percentage of residential buildings citywide that are serviceable by either broadband or fiber optic cable’ was renamed to ‘Residential buildings citywide that are serviceable by broadband (%)’. This indicator remains the same as reported in the Fiscal 2023 Preliminary Mayor’s Management Report due to its reliance on GIS maps. A Federal Communication Commission data map has not been updated since the last reporting period. OTI expects to update this indicator in the Fiscal 2024 Preliminary Mayor’s Management Report.
- ‘NYCHA developments served by Big Apple Connect’ and ‘Households served by Big Apple Connect’ were added to Goal 5a during Fiscal 2023 to measure customer agency expectations on the delivery of this OTI service.
- ‘Child care applications submitted using MyCity’ was added to Goal 6a during Fiscal 2023 to measure customer agency expectations on the delivery of the MyCity service.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
<http://www.nyc.gov/>
- NYC Open Data:
<http://nyc.gov/opendata>
- OTI's Strategic Plan:
<https://www1.nyc.gov/assets/oti/downloads/pdf/about/strategic-plan-2022.pdf>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>
- For more information on the agency, please visit: www.nyc.gov/OTI.

