

**OFFICE OF TECHNOLOGY AND INNOVATION TESTIMONY BEFORE THE NEW
YORK CITY COUNCIL COMMITTEE ON TECHNOLOGY**

AUGUST 10, 2022

Good afternoon, Chair Gutiérrez and members of the City Council Committee on Technology. My name is Matthew Fraser, and I am the Chief Technology Officer of the City of New York and head of the Office of Technology and Innovation (OTI). Thank you for the opportunity to testify today on OTI's leadership role with respect to technology infrastructure across the City. Here with me today is Department of Health and Mental Hygiene (DOHMH) First Deputy Commissioner and Chief Equity Officer Dr. Torian Easterling.

As you may be aware, Mayor Adams created OTI by signing Executive Order 3 this past January. This order recognizes the important role technology plays across all government services and combined the City's existing technology related offices under my leadership. It marked an important shift in how the City of New York approaches technology and innovation. Instead of disparate offices operating in silos, OTI now represents a coordinated citywide approach under a single leader with a focused mission to deliver trusted quality services to city residents. The legacy offices that now report to me are as follows: the Department of Information Technology and Telecommunications (DoITT), the Mayor's Office of the Chief Technology Officer (MOCTO), the Mayor's Office of Information Privacy (MOIP), the Mayor's Office of Data Analytics (MODA), NYC Cyber Command (NYC3), and the 311 Customer Service Center.

It is my understanding that the Committee would like to dive into what this coordinated approach consists of and how this administrative change impacts critical deployment of technological needs to serve New Yorkers. As you can imagine, the technology underpinning the services that the City provides is a sprawling apparatus, ranging from critical infrastructure, such as the 9-1-1 system, to websites and applications that New Yorkers rely on every single day, including NYC.gov, the ACCESS NYC benefits portal, and the Vax4NYC appointment scheduler. While largely invisible to the average New Yorker, OTI drives efficient delivery of these services 24x7.

The key to our approach is that it is collaborative. OTI does not make unilateral decisions about agencies' technology deployments. Each agency has a Chief Information Officer (CIO) whose expertise is integral to advancing that agency's mission. Where OTI comes in – and where our approach is different than it had been under previous leadership – is that we are moving towards an overarching goal of accelerating and simplifying the delivery of City services, alongside a full-scale modernization of the supporting technologies.

One way we are achieving this goal is by building out high-quality digital services through our Strategic Initiatives division. This team focuses on improving our user experience practices by making tools that are not only technically resilient and secure, but also serve the purpose that the end user needs. In addition to focusing on these needs, we need to recognize when in-house talent should be used and when vendors need to be brought in. When new agency requirements are identified, we will create a roadmap for decisions on building vs. buying, how to procure the tools successfully, and develop standards for future success and implementation.

As an example, this approach will be implemented with the first significant technology procurements used in support of the MyCity Portal, a single one-stop shop platform with a common digital experience for accessing all City services and benefits. The MyCity Portal will create a new standard for enabling City residents, businesses, and visitors to quickly access the services they need. On the back end, we strive to enable agencies to quickly and cost-effectively design and deploy solutions on the platform. This will be built out and applied incrementally, with a phased plan for designing, developing, and launching additional individual services. As previously announced, the first phase will include a child care enrollment portal, detailed in the Mayor's *Blueprint for Child Care & Early Childhood Education*.

Beyond MyCity, we are also moving toward a streamlined and rationalized approach to programs across the technology landscape by working closely with agency CIOs to understand their IT needs, including active IT projects or those in the pipeline. This effort will help expedite future funding requests and cyber budget reviews and will ultimately identify areas where we can use our combined/pooled buying power to lower costs.

While we work toward these goals, the City must keep running, and we must stay agile to meet urgent needs as they arise. This City has been through several unprecedented health crises over the past several years. OTI and its predecessor offices have heeded the call to deploy technology in support of the DOHMH's efforts to respond to these crises. To emphasize the point I made earlier, OTI does not make decisions in a vacuum, and we collaborate with agencies on the specific requirements they need to deploy a tool that achieves their specific purpose. This remains true in the case of adding functionality to the Vax4NYC portal to allow the public to schedule monkeypox vaccine appointments.

When DOHMH approached OTI in late June to build out this functionality, we got to work immediately, and were able to support the release of 8,200 appointments by July 15. This allowed OTI to engage vendors to expand functionality on the Vax4NYC platform according to DOHMH's requirements. Because we were able to do an adequate amount of

testing, the site has not run into significant problems since it was deployed. We have since supported several more tranches of appointment releases. On July 22, over 12,500 appointments released to the site were made within 10 minutes of release, and on August 4, an additional approximately 20,000 appointments were taken from the portal within about an hour. Note that these numbers only reflect appointments made via the Vax4NYC website, not through the call center, or through community-based organizations. From a technical perspective, the deployment of monkeypox appointment functionality in Vax4NYC has been a success. We will continue to support DOHMH's efforts as this public health emergency evolves.

With that, Dr. Easterling and I will now take Council Members' questions.

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Name: Torian Edsterling

Address: FIRST DEP COMMAND, DOHMH

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