

**OFFICE OF TECHNOLOGY AND INNOVATION TESTIMONY BEFORE THE CITY
COUNCIL COMMITTEES ON FINANCE AND TECHNOLOGY**

FISCAL YEAR 2023 EXECUTIVE BUDGET

MAY 11, 2022

Good Afternoon, Chairs Brannan and Gutiérrez and members of the City Council Committees on Finance and Technology. My name is Matthew Fraser and I am the Chief Technology Officer of the City of New York and Commissioner of the Office of Technology and Innovation (OTI). I am joined by Joseph Antonelli, OTI's Deputy Commissioner of Management and Budget, Tynia Richard, OTI's General Counsel, and Michael McGrath, OTI's Chief Operating Officer. Thank you for the opportunity to testify today on OTI's Fiscal 2023 Executive Budget. Furthermore, I am excited to update the Committees on the consolidation of the City's legacy technology offices within OTI and how we are leveraging technology to improve service delivery to all New Yorkers and close the digital divide.

Since my testimony in March, I've made three key appointments to OTI's executive leadership team – Kelly Moan, Michael Fitzpatrick, and Ruby Choi – who will be driving OTI's efforts on cybersecurity, information privacy, and strategic planning and initiatives, respectively. Kelly Moan is our new citywide Chief Information Security Officer. Kelly leads OTI's Cyber Command in the protection and defense of the City's digital enterprise to ensure the continued security and integrity of our operations and ability to "Get Stuff Done" for New Yorkers. Michael Fitzpatrick is our new citywide Chief Privacy Officer and leads the Office of Information Privacy. Michael will ensure that the administration and its agencies zealously protect New Yorkers' information privacy while maximizing allowable data sharing for interagency coordination. Ruby Choi is our new Deputy Commissioner for Strategic Initiatives and will be leading a portfolio of key initiatives around user-centered digital transformation, improving IT program management and customer service, and researching emerging technologies to help further the mission of City agencies. Additionally, the Strategic Initiatives Divisions is working with various stakeholders to develop a Strategic Plan, which will lay out the mission, vision, goals, and major initiatives and serve as a roadmap for OTI moving forward.

One of these major initiatives is the MyCity portal, through which OTI will transform the way New Yorkers experience and transact with their government online. When seeking essential city services and benefits, residents are often forced to navigate bureaucratic processes that are unduly time-consuming, cumbersome, and confusing, especially for working families. We are creating the MyCity portal to help alleviate those burdens. MyCity will not only provide a one-stop shop to access all city services and benefits, but also its first major feature will provide a unified intake process for our working families where they can apply for all subsidized childcare options the City offers. Making essential city services and benefits like subsidized childcare more accessible to New Yorkers will change lives, bolster our economy, and support our children and families.

OTI's new needs for this budget cycle reflect our commitment to improving and modernizing digital service delivery across the administration. For example, additional funding will go towards

the ongoing 311 application modernization project, which builds on and extends the 311 Customer Service Management System (CSMS) to provide significant enhancements to the 311 application. Enhancements will include multi-language capabilities and developing solutions with ESRI to improve location accuracy for SR conditions across mobile, portal and call center channels. New Yorkers will be able to navigate the application in their choice of 10 languages and access content translated by native speakers.

Beyond our new needs, OTI's Fiscal 2023 Executive Budget provides for operating expenses of approximately \$716.5 million, allocating \$176.2 million in Personnel Services to support 1,755 full-time positions, and \$540.3 million for Other than Personnel Services, or OTPS. Intra-City funds transferred from other agencies account for \$146.1 million, or about 20 percent of our total budget allocation. Telecommunications costs represent the largest portion of the Intra-City expense, projected at \$141.5 million for Fiscal 2022.

For Fiscal Year 2022, the Expense budget appropriation increased by \$24.7 million from the Fiscal Year 2023 January Financial Plan to the Executive Financial Plan. The increase to the Fiscal Year 2022 Executive Budget is largely attributed to the funding that OTI has received for COVID and vaccine-related costs, funding associated with approved capital projects, as well as funding from agencies for telecommunications related costs.

For Fiscal Year 2023, the expense budget appropriation increased by \$9.6 million from the Fiscal Year 2023 January Financial Plan to the Executive Financial Plan. The increase to the Fiscal Year 2023 Executive Budget is largely attributed to the funding that OTI has received for the extension of our IFA positions, lease cost adjustments, and the rollover of grant funding from FY2022 to FY2023.

OTI's Fiscal Year 2023 Executive Budget provides for a Capital Budget of \$1.15 billion over the full Fiscal Year 2022 through Fiscal Year 2031 ten-year plan window. The majority of the budget is in Fiscal Years 2022 and 2023, totaling \$461.3 million over the two fiscal years. For Fiscal Years 2022 and 2023, the Capital budget appropriation decreased by \$51.2 million dollars from the Fiscal Year 2023 Preliminary Financial Plan to the Fiscal Year 2023 Executive Financial Plan. This decrease to the combined Fiscal Year 2022 and Fiscal Year 2023 budget is largely attributed to project re-alignment.

Thank you for the opportunity to testify today. I will now take Council Members' questions.

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