# DoITT Service Offerings

# UPDATE

## GOVTECH NYC 2006

# Overview

- DoITT works with City agencies to align, leverage and optimize the use of technology to meet agency and Citywide business needs.

- Through efficiencies and consolidation opportunities, DoITT services can help agencies avoid or reduce technology costs.

- A complete catalog of all DoITT Services is available through Cityshare, under IT and Telecom Services - http://cityshare.nycnet/

# **Access to DoITT Service Offering Catalog**

- A complete catalog of all DoITT Services is available through Cityshare, under IT and Telecom Services - http://cityshare.nycnet/

# Available Services

**(new services highlighted in blue)**

| | |
|---|---|
| **Citywide IT Contracts**<br>• **Security Services Class 2**<br>• **Offsite Media Storage**<br>• **Language Line** | **IT Security Services**<br>• **Password Self-Service**<br>• **Single Sign-on** |
| **Data Center Hosting and Services**<br>• **Enterprise Systems Management** | **Telecommunications Services**<br>• **Mobile Broadband Wireless Network** |
| **GIS Services** | **Public Information Services** |
| **Internal Communication Services** | **CUNY Intern Program** |
| **Internet Services** | |

# Citywide IT Contracts

# DoITT Citywide Contracts

- **BASED ON NYS OGS**

- **TYPICALLY 3 YEARS**

- **CONSORTIUM**

- **AGENCY TASK ORDER**

- **PRE-SELECTED CONTRACTORS**

- **CEILING PRICES**

# Citywide IT Contracts

- **Project Monitoring/QA**
- **Requirements Definition**
- **Systems Integration**
- **Hand Held Technology**
- **IT Consultants**
- **Emergency IT Services**

## *NEW IN 2006*

- **Security Services Class 2**
- **Offsite Media Storage**
- **Language Services**

# Security Services Contracts

- CLASS 1 – REMEDIATION

- **CLASS 2 – PLANNING DESIGN AND IMPLEMENTATION**

- CLASS 3 – NETWORK MONITORING

- **PLAN, DESIGN AND IMPLEMENT SECURE SYSTEMS**

- **COMPLY WITH CITY STANDARDS, CONTROLS AND BEST PRACTICES**

- 

- **HARDEN AND PROTECT CITY ASSETS**

- **REMEDY VULNERABILITIES**

**DOITT**

## HOW WOULD AGENCIES USE THESE SERVICES?

- Assessments of technical environments and applications for security vulnerabilities or risks

- Developing secure strategies and policies for wired and wireless infrastructure, software, applications and data

- Logical and physical design of secure LAN/WAN environments, technical architecture, applications and authorization systems

- Implementing security solutions including validation, installation, configuration and testing

- **3 YEAR TERM – JANUARY 2009**

- **TIER 2 SELECTION PROCESS**

- **CONTRACTORS:**
  - **BACKBONE**
  - **JANUS**
  - **VIP, LLP**

- **PRESENTING AT DECEMBER MDPC**

# Offsite Media Storage

- **ELECTRONIC MEDIA AND DOCUMENTS**

- **SCHEDULE PICK UP**

- **BAR CODING**

- **SECURE STORAGE**

- **RETRIEVAL**

- **SCHEDULED AND ON DEMAND DELIVERY**

# Offsite Media Storage, cont'd.

## HOW WOULD AGENCIES USE THESE SERVICES?

- **Secure backup tapes, disks and data**

- **Comply with records retention requirements**

- **Support Disaster Recovery and Business Continuity plans**

# Offsite Media Storage Contract

- **3 YEAR TERM – APRIL 09**

- **CONTRACTOR:**
  - **Guarantee Records Management (GRM)**

# Language Services

- **PHONE INTERPRETATION**

- **DOCUMENT TRANSLATION**

- **DUAL HANDSETS**

- **TRAINING**

- **117 LANGUAGES**

- **CITYWIDE VOLUME DISCOUNTS**

## HOW WOULD AGENCIES USE THESE SERVICES?

- **Public facing services with non-English speaking clients**

- **Publishing information in multiple languages**

- **Translating foreign language correspondence**

**DOITT**

- **3 YEAR TERM – JUNE 2009**

- **CONTRACTOR:**
  **LANGUAGE LINE**

# Data Center and Hosting Services

**Enterprise Systems Management**

**(Two aspects, Monitoring and ITSM)**

- MONITORING: By consolidating all of the alerts into a single console, it is possible to analyze the alert data to identify the root-cause of an incident, a problem or a potential problem and then achieve a quicker mean time to repair.

- ITSM (IT Systems Management): The ESM systems will enable DoITT to automate incident tracking; monitor, maintain and enforce best practice change control; and improve the management of physical assets.

Business Service Management
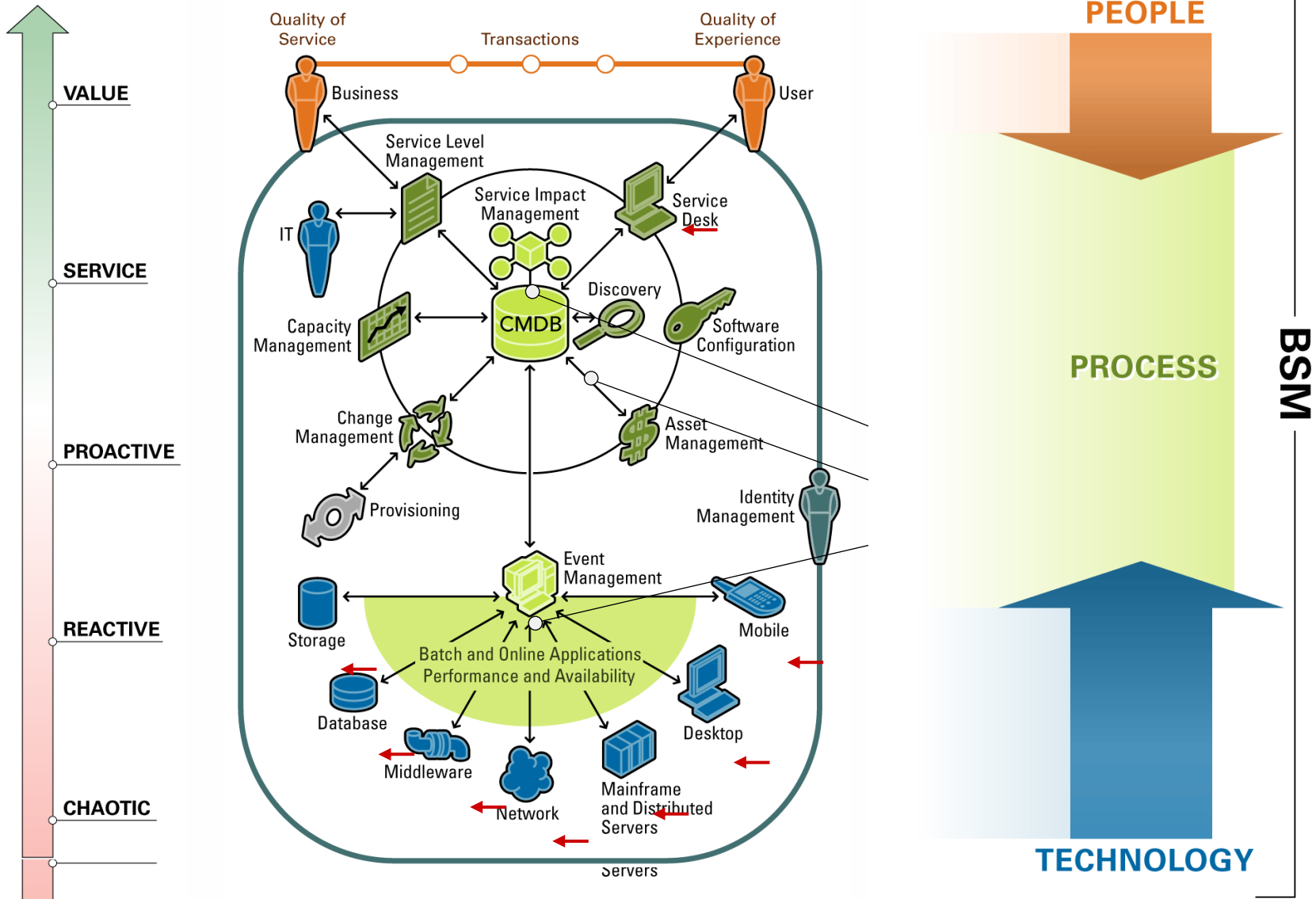
# Features of a BSM Software Suite:

- Premier Products in the Market Place (ITIL Certified)
- ITIL Best Practices built into an integrated IT Service Management application suite
- Incident and Problem Management
- Change Management
- Configuration and Asset Management
- All Applications reside on a 'workflow engine' that delivers services that will track *any asset with a lifecycle*
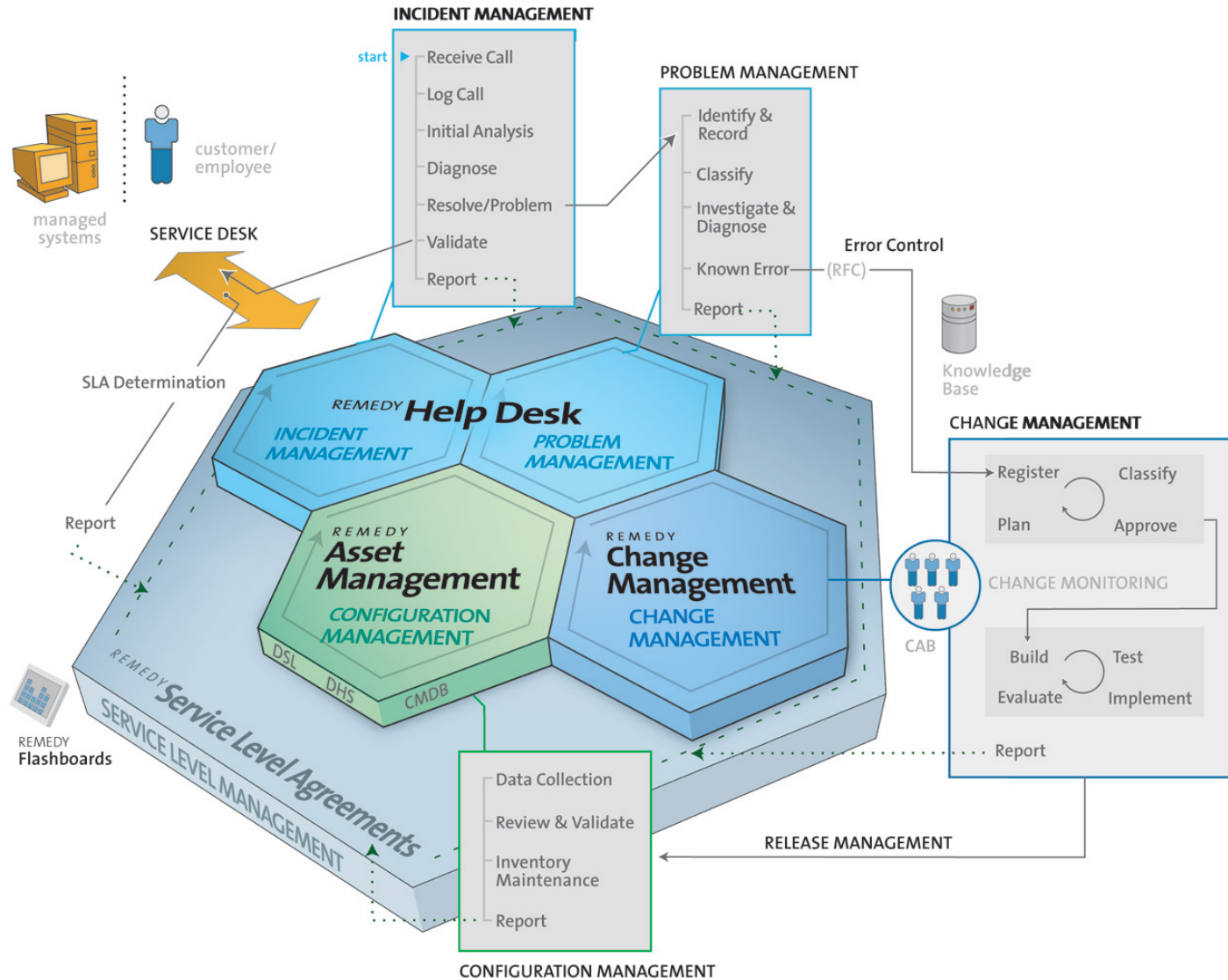
## ESM Prospective

– Each organizational unit's technical staff/management will be able to **proactively address potential problems** and will have the ability to view and review data for problem determination and resolution.

– In creating a City Service Desk at DoITT, experienced **technicians can be dispatched to address problems at agencies** requiring those skills, which may not be readily available internally and would require a financial outlay for the agency to source.

– In addition, agencies will be able to use a **web-based interface** to access the centralized helpdesk application - **minimizing the cost of housing and maintaining the application** for each agency and allow the development of a knowledge base of problems and likely solutions, as a reference guide.

# Service Desk

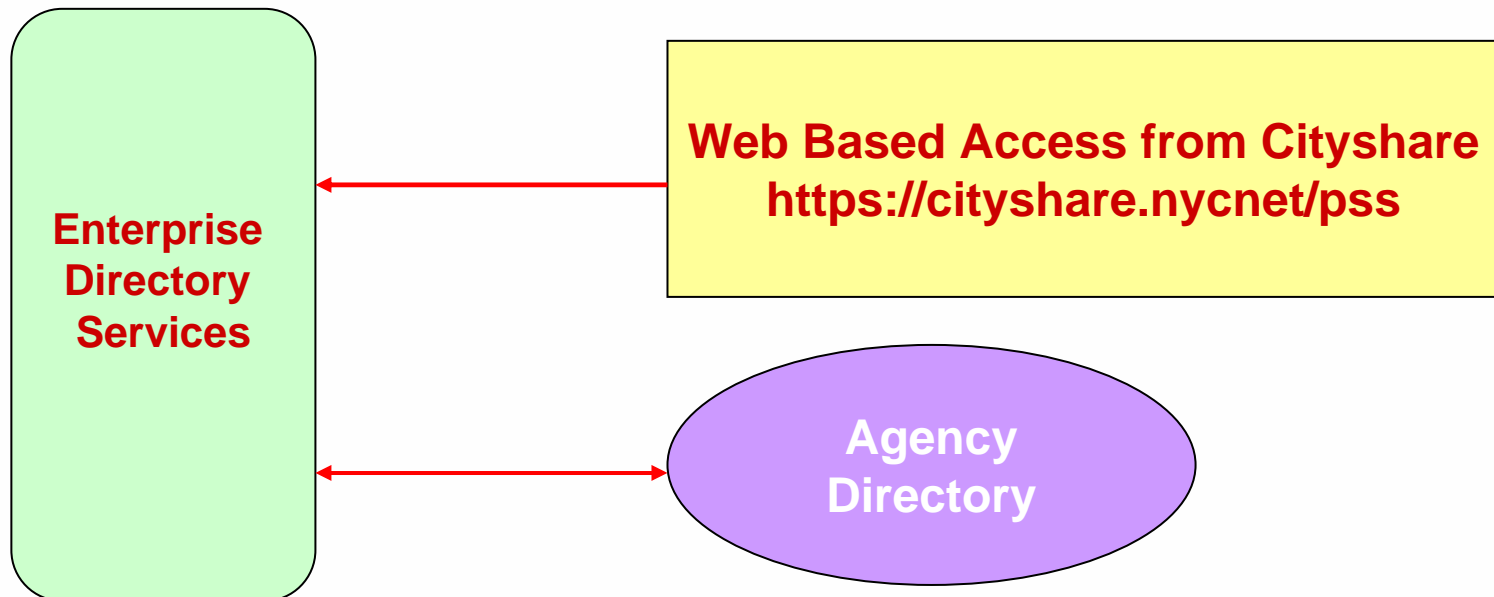– Along with monitoring, the development of a multi-agency, comprehensive **Service Desk** will provide complete customer service, which allows for notification and tracking of both potential and current problems/issues.  When faults occur in any system, **rapid identification** is forwarded to managers and/or technicians with the impact details of these end-to-end performance failures.

# IT Security Services

# Password Self-Service

- Registration – User selects questions, provides answers
- Forgot Password – User answers questions, resets password
- Change Profile – User can change questions/answers after normal authentication.
- Change Password – User can change their password

**Enterprise Directory Services**

**Web Based Access from Cityshare
https://cityshare.nycnet/pss**

**Agency Directory**

# Single Sign-On

- Securely stores passwords in Enterprise Directory. User enters password for application once and SSO client enters it for the user every time they launch the application. SSO client monitors for application password changes if applicable.



**Enterprise Directory Services**

**Agency Desktop Windows Client**

**Applications**
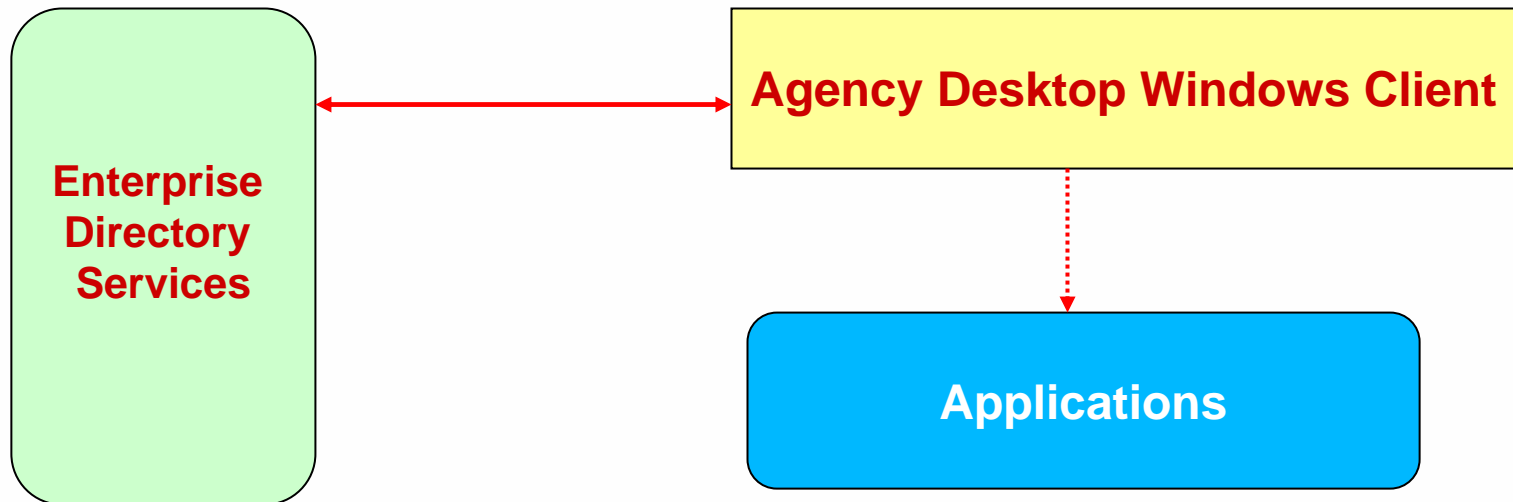
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# Extra Slides

# GIS Services

- DoITT's Citywide GIS Unit offers a variety of services to support agency initiatives that require a mapping, address validation, or spatial data component.

  - **Analysis and Advisory Services**
  - **Application Development Services**
  - **Application Hosting Services**
  - **Coordination Services**
  - **Data Services**

# Internal Communications

**DOITT**

- DoITT provides a number of services that enable communications within agencies, across multiple agencies, and Citywide.

  – **CityPoint Community Portals**
  – **DoITT User Groups**
  – **CityServ Email and FAX Services**
  – **Service Desk**
  – **CityShare Intranet**

# Internet Services

- The Internet has become ubiquitous in the workplace, presenting both opportunities and challenges. DoITT provides a suite of serves to ensure that employees can access the Internet easily and enjoy protection from internal threats.

  - **Internet Access**
  - **Internet Content Filtering**
  - **Remote Access and VPN Services**

# IT Security Services

**DOITT**

- DoITT's Security Unit provides several services to City agencies:

  - **Directory Services (LDAP)**
  - **Emergency Portal (CityPoint IT Notification Portal)**
  - **Network vulnerability scanning**
  - **NEW: Password Self-Service (available on CityShare)**
  - **NEW: Single Sign-on**
  - **Virus protection and anti-spam**

**DOITT**

- DoITT has a number of channels available to agencies for communicating with the public.

  - **311 Citizen Service Center**

  - **NYC.gov – New York City's Official Web Site**
    - Content Management and Web Site Design
    - ePayments
    - Public Email Campaigns

  - **NYC TV Public Service Announcements**

# Telecommunications Services

- DoITT Telecommunications Services provides strategic infrastructure support to all agencies via contracts, technical oversight, day-to-day support, and special projects.

  - **Data Services (CityNet)**
  - **Voice/Telephony Services**
  - **Wireless Services (Cellphones, Blackberry, Two-way Radio, Nextel)**
  - **NEW: Mobile Broadband Wireless Network**

- DoITT, together with the City University of New York's CISDD program, have established a program where college students are placed in City agencies as paid interns while they are completing their degrees. Interns are available with a number of different skill sets:

  - **Technical skills**
  - **Business analysis**
  - **Public administration**
  - **Urban planning**