

New York Education Department Information Technology Overview

April 15, 2024
Board of Regents

- Michael St. John, CIO
- Michael Yudin, Assistant Director Business Solutions
- John Allen, Assistant Director Technical Services



New York State
EDUCATION DEPARTMENT
Knowledge > Skill > Opportunity

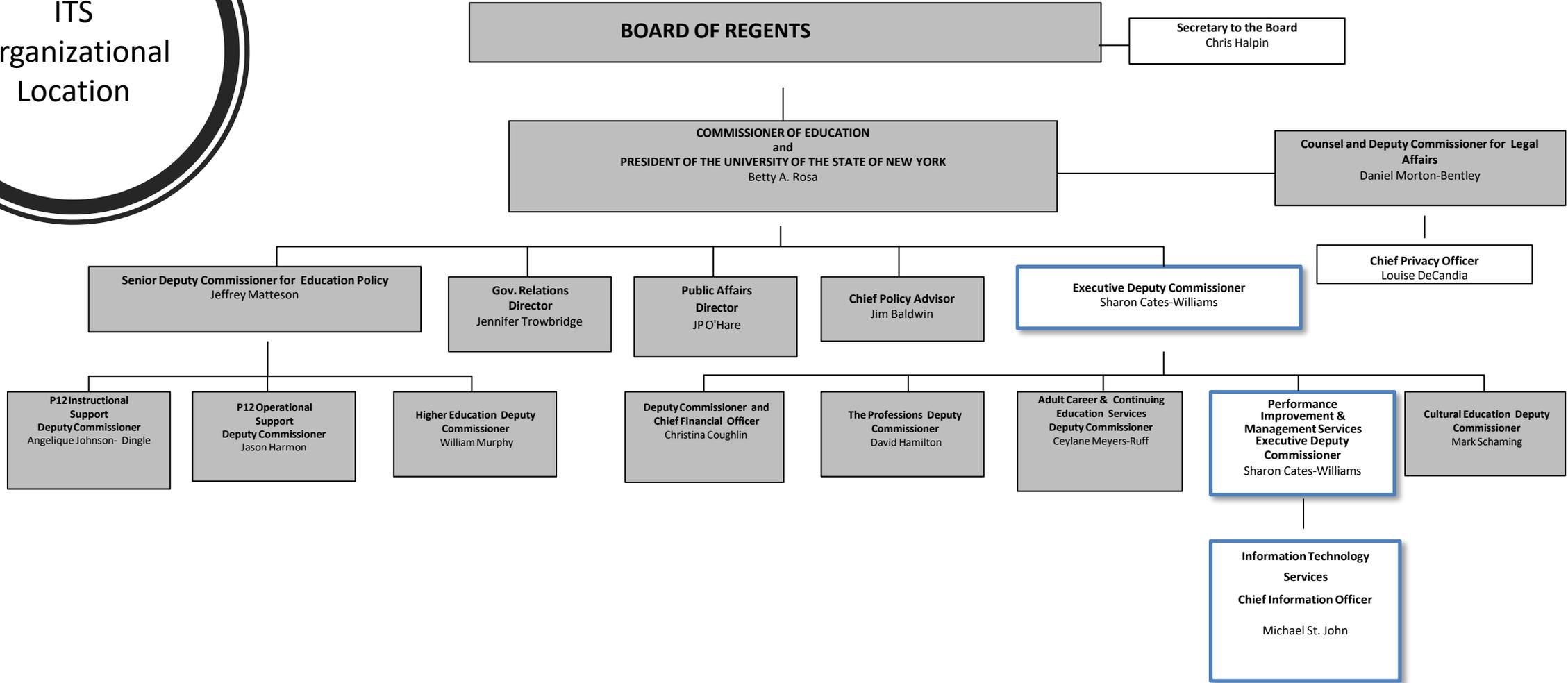
ITS Physical Location

- Education Building Annex
- 6th and 2nd floor (Shared with our Data Center)
- 40 locations State-Wide





New York State Education Department



ITS Organization



Covid response

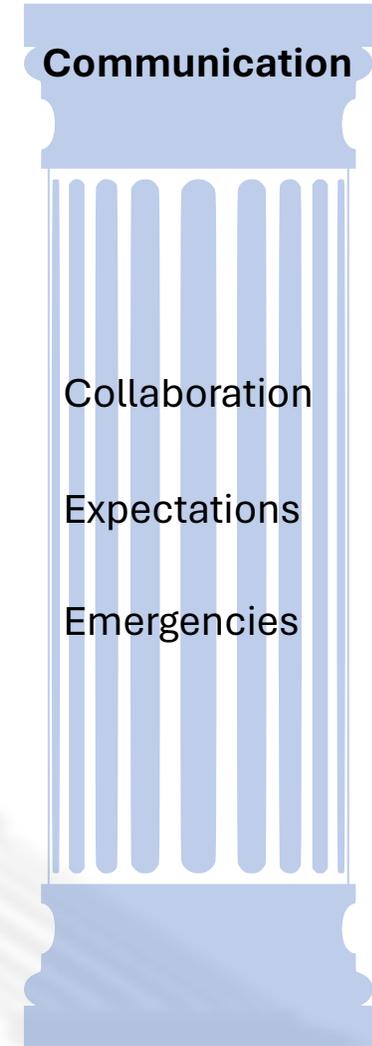
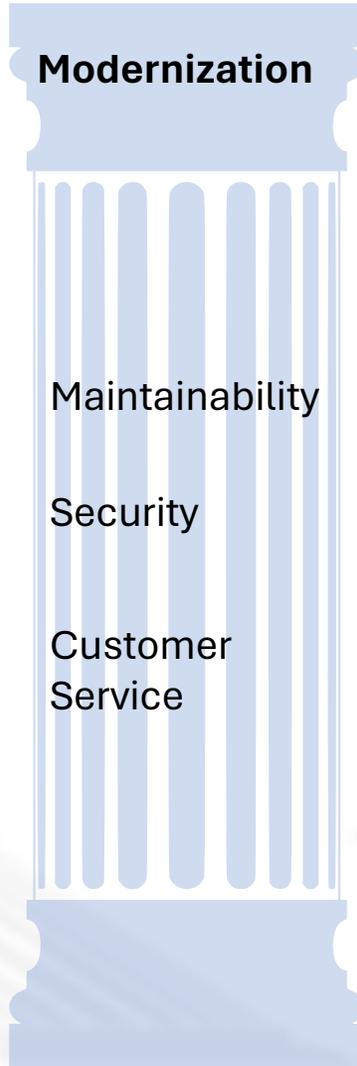
- Shifted to 100% remote operations in March 2020
- Adapted processes for remote work
- First Agency in the State to launch critical online forms & COVID information (e.g., Health Surveys)
- Supplied essential licensing/data during the pandemic



Cybersecurity and Privacy

- Prioritizing Security and Privacy in decision-making
- Collaborating closely with the Chief Information Security and Chief Privacy Offices
- Expanding Security Operations in ITS to enhance system and data protection

ITS Vision



Collaboration

- Integration of Business Solutions, Technical Services, Office of Project Management and Program Area Offices
- Aligns complex requests with departmental and technical vision
- Three pillars are achieved collaboratively, not in isolation

Adult Career and Continuing Education Services

- High School Equivalency
- Vocational Rehabilitation
- Bureau of Proprietary School Supervision

Office of the Professions

- Prelicensure
- Renewals
- New Professions System
- Verification

Office of Cultural Education

- Library Development Grants
- Librarian Certification

P-12 Education

- Office of Special Education
- Office of State Assessment
- Office of Religious and Independent School Support
- Child Nutrition
- SEDREF
- Facilities Planning

Office of Higher Education

- TEACH
- Office of College and University Evaluation

Operations and Management Services

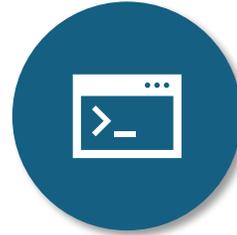
- Human Resources
- Oracle Finance
- SED Monitoring
- Data Collection
- Business Portal
- Grants Finance
- State Aid
- NYSED Website



Business Solutions Looking Forward



24-25 BUDGET CALL
LETTER



LOW-CODE
PLATFORM
DEVELOPMENT



MAINFRAME
MODERNIZATION



STATE AID



OFFICE OF THE
PROFESSIONS



GRANTS FINANCE



Technical Services

- **Support work:** break/fix issues in the ITS Helpcenter.
- **Project work:** Upgrades or Modernization
- **Initiatives:** Larger project requiring collaboration submitted to Project intake

These teams that consist of 50+ staff

- Now resolve over 1000 support tickets per month
- 100's of project work tasks currently assigned
- Collaborating on more than 90 infrastructure projects/initiatives at this time

New York State Education Department's Information Technology Portfolio

Technical Services

Automation Support Center/Desktop Support Services

Team lead: George Linares

- Computer hardware
- Laptop and peripherals for remote work
- Microsoft Windows
- Regional Support Administrators - that support 40 remote locations throughout the state

Helpdesk / Enterprise Customer Support

Team Lead: Liz Hurley

- Operates the Enterprise Helpdesk
- Audio Visual support
- Communication and IT training
- ITS resource center implementation
 - Remote work
- Governor's press conference and Blue Ribbon Commission

Database Support Services

Team Lead: Vacant

- Responsible for ensuring NYSED data is stored securely
- Application Servers
- Deployment of new Database and Application server hardware
- DevOps - Development Operations

M365 / Shared Platform Services

Team Lead: Chris Barrie

- M365 Cloud tools
 - Teams, Outlook, SharePoint
- Atlassian suite of products
- Identity and Access Control
- ITS Resource Center
 - Workflows and administration

Server/ Data Center Services

Team Lead: Dan Harstein

- Supports NYSED's servers
- Implementing new database and application server hardware
- Emphasis on standardization
- Modernized Data Center Monitoring
- FinOps – Finance Operations
- New hardware for data backups

Enterprise Network Services

Team Lead: Shannon Coale

- Responsible for Networking and Telcom
- Increased Internet Bandwidth
- Modernized Networking Infrastructure
- Modernization of secure connections to cloud environments
- Database hardware implementation





Technical Services Looking Forward

- Continue to improve Communication, Standardization, and Modernization
- But where are we going?
 - Security Operations
 - Improved Disaster Recovery
 - Modernize Application Hardware
 - Backup Generator for the data center
 - Service desk – Human Resources
 - SLDS – Statewide Longitudinal Data System
 - Transition traditional Phones to VOIP
 - Continued collaboration with Fiscal Partners



IT Artificial Intelligence Initiatives

Taking a secure and measured approach to AI adaptation

Level Setting With AI

- Information Security
 - Integration of AI within our IT systems could create intrusion points
- Data Privacy and Confidentiality Risks
 - Models could inadvertently memorize and reproduce sensitive or personal information
- Bias and Fairness
 - Inherit and amplify biases

Strategic Approach

1

Gain situational awareness and create foundational policy

2

Identify specific problems or opportunities

3

Assess approach and evaluate AI tools for security and impact

4

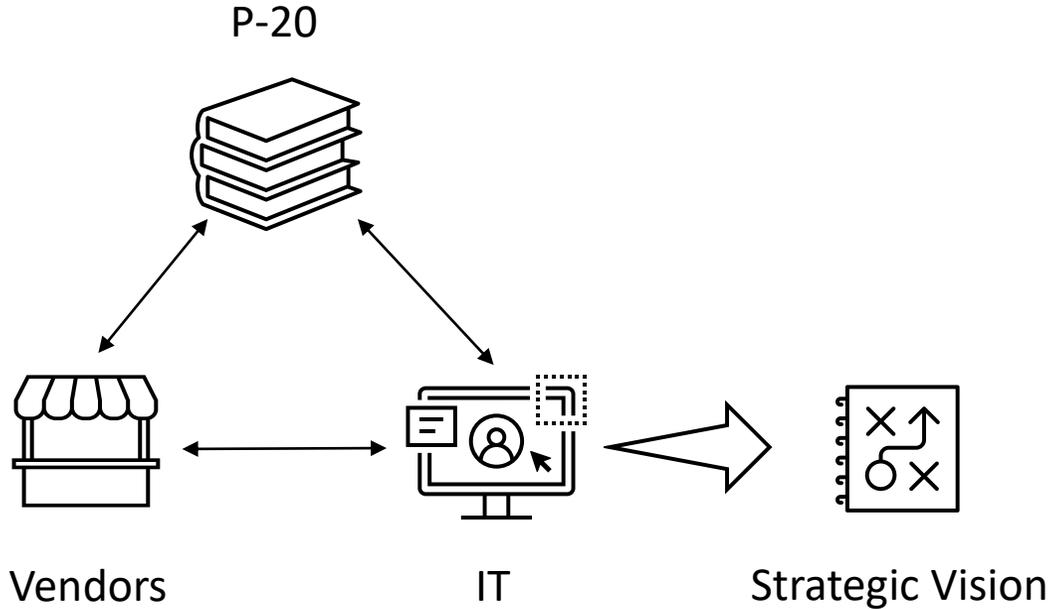
Initiate proof of concept

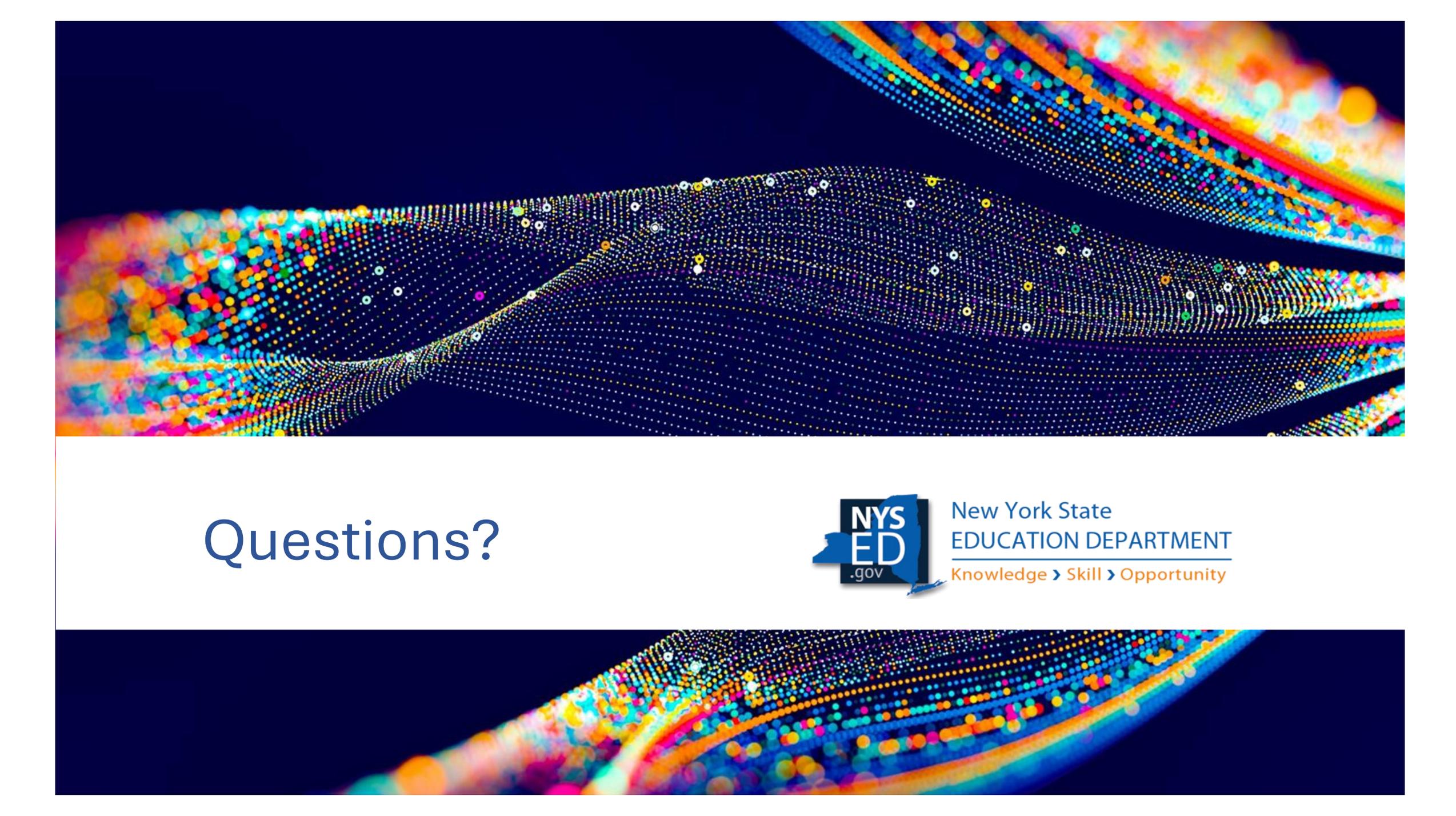
5

Evaluate the outcomes of our proof of concepts



P-20 and IT Partnership





Questions?



New York State
EDUCATION DEPARTMENT

Knowledge > Skill > Opportunity