
MTA Information Technology

Finance Committee Report on IT

2017

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Purpose / Overview

This presentation has been prepared to update MTA Finance Committee on major enterprise-wide technology strategies and initiatives underway.



MTA IT is driving savings by using resources more efficiently across all agencies

- 2015 Budget reduction of 6%

- 59 Positions (\$19.3m)
- \$3.4m Non Labor

- 2016 Budget reduction of 7%

- 69 Positions (\$16.7m)
- \$5.9m Non Labor

- 2017 Budget reduction

- \$1.6m Non Labor

- One time savings from demand management \$61m

Note some staff additions were necessary:

Labor Agreements: Converted consulting positions to 67 permanent positions for technical support and service desk

New Project Requirements: 61 positions added to support cybersecurity, projects approved by IT Governance, EAM, and Capital Programs (e.g., M9s & PTC)

Total savings since consolidation \$107.9m

* Includes Payroll underruns in 2015 and 2016



Goal and Progress of Application Rationalization effort at MTA

- 2016 Inventory – 920 Applications
- 620 have been reviewed

Business Drivers for Application Rationalization

Reduced number of custom apps

Minimal use of custom apps will reduce maintenance and support.

Reduced integration complexity

Rationalization will help with eliminating complex integration environments.

Reduced app support costs

Rationalization will help with identifying areas where app support can be minimized.

- Out of 620 Apps., 230 are potential candidates for rationalization within Strategic Projects
- **19 Apps** already completed
- Remaining applications
 - ✓ in process of being rationalized
 - ✓ fall under Business Process Management
 - ✓ need Fit Gap Analysis

Examples

	Apps. that will be rationalized
• Arrival Time Rationalization Project	5
• File Net Project	16
• EAM	120
• Efficiency Testing System	8

MTA IT continues to consolidate multiple contracts into single IT Contracts or Enterprise License Agreements (ELA).

- Completed
 - Microsoft
 - CISCO (networks)
 - VM Ware (datacenter and server virtualization)
 - IT Training Services
 - EMC (System Backup)
 - HP Managed Print Services
 - Dell (computer hardware)
 - IBM (Document management)
 - Oracle Maintenance



Major Accomplishments 2016

- Migration to MS Office 365 in the cloud (26,000 mailboxes)
- PeopleSoft Application Upgrade
- Mobile Ticketing
- Alternate Desktop Solution
- Beacon Count Clock Proof of Concept
- Technology open house showcasing IT
- Expanded cybersecurity and operations center



(Multi-year) Major Initiatives

- Windows Server Upgrades
- Windows Desktop Upgrade
 - Win10 (25K Desktops)
- Data Center Optimization (5)
 - Cloud Hosting
 - Mainframe Support
- MNR & LIRR Network replacement



Goals for 2017

□ Information Technology

- Install ServiceNow to improve IT Service delivery and inventory control
- Upgrade PeopleSoft hardware and disaster recovery
- Continue to update cyber security platforms and auditing
- Continue to deliver dashboards for project tracking

□ Agencies

- Complete "B" Division Countdown Clock rollout
- Complete replacement of NYCT Business Data Network
- Complete security reviews of SCADA/ICS systems



What are our concerns?

- Service Delivery
 - Avg. 710 Service Calls a day
 - Response time for problem resolution

- Staffing
 - Since the last briefing IT working with HR is having greater success in recruiting staff
 - Job Fairs
 - Interviewing on the weekends
 - Advertising effort promoting MTA IT brand
 - Development of current staff

