

Transitioning from Regulation to Service

Gathering, organizing, retrieving, and distributing information from and about 3000 local governments is a fundamental part of the job of **Office of the New York State Comptroller, Division of Municipal Affairs (MA)**. Formal information systems exist for handling financial data. However, MA also relies on a wide range of non-financial information. The diversity of sources and users, the ways in which information is received and distributed, and the physical separation of the field offices from the central office make information management difficult. This project is paving the way for improving communications with local governments through a system that will coordinate contact information.

The Challenges of Data Integration

Providing access to data on the Web requires more than just clean data. The New York State Council on Children and Families partnered with CTG to develop the Kids Well-being Indicators Clearinghouse, a Web-based information resource of childhood statistical indicators. Learn how the project team faced the challenges in creating a resource that will be accessible and usable by a wide audience of constituents.

Being “Up-Front” With IT Investment Decisions

IT investment decisions are risky business. They are costly, rife with complexity, and just plain error-prone. The **New York State Department of Transportation (DOT)** is creating a standard process for evaluating and approving the agency's information technology investments. Their work considered the needs and goals of such a process and how to evaluate DOT's efforts to link business, management, budget, and IT investment processes. Their story focuses in particular on what the Department came to call the “up-front” parts of planning and information gathering. By shifting the decision making policies and practice, investment decisions now better support the agency's mission.

Creating a Knowledge Bank in New York City Government

Who better to lead the Herculean task of breaking down information stovepipes than the IT profession itself? The **New York City Department of Information Technology and Telecommunications** is creating a new knowledge bank to help IT professionals with many parts of their jobs including system planning and budgeting, procurement, staffing, and data management. The City's technology policies and strategies are now set by a new Technology Steering Committee to ensure decisions take advantage of the expertise of city agency staff. Information that in the past was used only by one agency will now be shared through the knowledge bank.

Implementation Planning for an Annual Reassessment Program

The **New York State Office of Real Property Services (ORPS)** recently launched a new annual property tax reassessment program to improve equity and increase aid to localities. Under the provisions of the new law, local property tax assessors and their municipalities could voluntarily implement annual reassessment, but they are not mandated to do so. Instead, the program encourages municipalities to reassess their property tax rolls annually to qualify for an increase in state aid. In order to encourage participation, ORPS worked with CTG and the local assessment community to identify the resources needed to successfully implement the program.

Revitalizing the New York State Central Accounting System

How do you go about revitalizing the 18-year-old financial backbone of one of the world's largest governments? **The Office of the New York State Comptroller (OSC)** is planning to redesign the state's central accounting system (CAS). Operated and maintained by OSC, the CAS has served the State well in the four areas of accounting, reporting, planning, and controlling for nearly two decades. In order to address revitalizing the CAS, CTG and OSC worked with representatives from the user community to identify what capabilities will be needed in the redesigned system.

The Making of the Homeless Information Management System

Government managers want to know how well their programs work, but many don't have the information to accurately evaluate them. The **New York State Office of Temporary and Disability Assistance, Bureau of Shelter Services** developed a prototype Homeless Information Management System (HIMS) to gather information that tracks services for homeless, at-risk adults and families and to determine their effectiveness. The HIMS data repository allows decision makers at the state, local, and provider levels to manage and evaluate temporary housing and service programs for homeless families and single adults.

Staff Management With Statistical Data From Psychiatric Centers

Central New York Psychiatric Center (CNYPC) managers must make frequent staff deployment decisions to deal with the dynamic pattern of admissions, discharges, and turnover within the mental health units. These organization-wide decisions rely on data collected at each facility, yet delays in data entry and aggregation mean decisions are often made with incomplete or out-of-date information. To improve this process, CNYPC developed a plan for an intranet application to meet the information management needs of the entire organization.