2018 major IT achievements

2019 major IT goals

Internal Controls

Application Rationalization

IT Savings
2018 Major IT Achievements

- Completed cutover of fare media systems to new banking institution.

- Complete implementation of Duo 2-factor authentication for MetroNorth. Remaining agencies scheduled to be completed in November 2019.

- Upgraded Peoplesoft hardware and established new disaster recovery site in Albany.

- Windows 2010 desktop upgrade - completed 16,234 of 26,208 (62%) of desktops.

- NextGen network: 219 of 232 (94%) locations completed. 396 of 507 (78%) EAM locations completed.

- Completed NYCT Ultra Wide Band Proof of concept
2019 Major IT Goals

- Continue to update cybersecurity platforms.
- Implement Duo 2-factor authentication for all MTA access.
- Complete upgrade of all desktops to Windows 10.
- Continue implementation of network upgrades at all Agencies.
- Complete installation of additional mainframe for NYCT AFC redundancy.
- Continue to analyze redundant applications and rationalize applications where applicable based on business functionality.
Internal Controls

- MTA IT adopted the Critical Information Security Framework and consolidated the number of Internal Controls.

- 42 out of 44 controls passed testing (3 controls were under remediation and not fully tested)

- 2019 Initiatives:
  - Increase the frequency of testing from annually vs. quarterly for some controls, for timely remediation.
  - Vendor oversight will be an area of focus.
  - Leverage new GRC system as system of record.
Decommissioned 26 applications and after analysis, identified additional 35 apps that are in scope for rationalization (298 to 333).

Assigned applications to rationalization programs, where applicable.

Moved from Portfolio Analysis Phase to Rationalization Phase to perform fit gaps of business feature sets of applications in each program. Actively analyzing a total of 12 programs totaling 259 applications.
  - 45% of apps are in scope for decommission post analysis.
  - 14% of apps no longer in scope for decommission post analysis.
  - Continuing to analyze the remaining 41% of the apps.

Formed a dedicated team focused on analysis, fit gaps, and creating a repeatable process.

Depending on scope of rationalization program and significant upfront investment will be required.
Application Rationalization 2019 Program Plan

- Complete the Fit Gap analysis for all 333 applications and determine # of apps in scope to be rationalized.
- Estimate the number of future targeted apps for each program area.
- Determine the potential savings for each of the program areas.
- Prioritize program areas for decommissioning.
- Obtain project and funding approval to proceed with rationalizing program areas with the first one being presented to the June IT Steering Committee.

<table>
<thead>
<tr>
<th>Work Stream (Program)</th>
<th># of Apps in scope for Rationalization as of May 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Lost &amp; Found</td>
<td>4</td>
</tr>
<tr>
<td>2 Kronos Timekeeping</td>
<td>11</td>
</tr>
<tr>
<td>3 Capital Finance</td>
<td>8</td>
</tr>
<tr>
<td>4 Enterprise Content Mgmt.</td>
<td>29</td>
</tr>
<tr>
<td>5 OMNY</td>
<td>43</td>
</tr>
<tr>
<td>6 CTSS</td>
<td>14</td>
</tr>
<tr>
<td>7 BSC Shared Service HR</td>
<td>12</td>
</tr>
<tr>
<td>8 Efficiency Testing System</td>
<td>3</td>
</tr>
<tr>
<td>9 EGIS Project</td>
<td>2</td>
</tr>
<tr>
<td>10 CDMS</td>
<td>13</td>
</tr>
<tr>
<td>11 EAM Program</td>
<td>84</td>
</tr>
<tr>
<td>12 Energy Management System</td>
<td>2</td>
</tr>
<tr>
<td>13 Enterprise Health and Safety</td>
<td>19</td>
</tr>
<tr>
<td>14 Incident Management</td>
<td>7</td>
</tr>
<tr>
<td>15 BSC Financials</td>
<td>4</td>
</tr>
<tr>
<td>16 MTA Intranet Review</td>
<td>7</td>
</tr>
<tr>
<td>17 MTA Time Rationalization</td>
<td>15</td>
</tr>
<tr>
<td>18 Data Warehouse</td>
<td>7</td>
</tr>
<tr>
<td>19 PeopleSoft Pension Module</td>
<td>7</td>
</tr>
<tr>
<td>20 Others</td>
<td>42</td>
</tr>
<tr>
<td><strong>Total Apps</strong></td>
<td><strong>333</strong></td>
</tr>
</tbody>
</table>
MTA IT continues to drive savings by using resources more efficiently

- **2015 Budget reduction of 6%**
  - 59 Positions ($19.3m)
  - $3.4m Non Labor
  - $1.9m Operating Capital

- **2016 Budget reduction of 7%**
  - 67 Positions ($16.2m)
  - $27.2m Non Labor

- **2017 Budget reduction**
  - $29.1m Non Labor

- **2018 Budget reduction**
  - 61 positions ($2.8m; $7.6m annually)
  - $3m annual IT Initiative Reserve Operating Capital

**Total Savings 2015-2018** $181m

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)
Since 2015, IT Consolidation has yielded substantial savings for MTA

- **Headcount Reductions** - 187 positions permanently eliminated
  - Recurring annual savings: $21 million (2018 value)
  - Additional one-time labor savings: $25 million

- **Operating Budget Non-Labor and Operating Capital Reductions**
  - One-time savings: $3 million
  - Recurring annual savings: $36 million (2018 value)

- **Total Financial Plan savings 2015-2025**: $634 million