Nomination for 2021 NASCIO State IT Recognition Award

New York State
Office of Information Technology Services
Data Management, Analytics & Visualization
COVID-19 Dashboard
March 2020-March 2021
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What problem or opportunity does the project address?

When COVID-19 hit NY State in March 2020, there was little visibility into the spread, severity, or the healthcare infrastructures' capacity to manage the crisis. Existing reporting systems were not designed to address the scale and speed of the unprecedented pandemic nor the immediate impact to supply of medical resources and hospital bed capacity.

Starting in March 2020 and continuing for the next 12 months, NYS ITS took the following steps to improve Data Management, Analytics and Visualization of the pandemic:

1. As a response and in partnership with NYS Department of Health (DOH), ITS led the way in developing a public facing COVID-19 Dashboard with a goal to provide COVID-19 disease spread and healthcare resource transparency to New Yorkers. Public health policies based on these real time data trends established the public trust needed to successfully implement and garner resident and business compliance with state guidelines.

   The dashboard experienced 1.5 million site hits on its opening day.

2. Early phase work addressed data dashboards that provided information about testing/tracing targets, new infection rates, severity of infections, hospitalization, and adult care facility capacity. These were available at state, region, and county levels. Patient summary metrics (no personal or medical records) were also provided at the state, region, county, and hospital levels.
3. Next phase work, extended support to data driven reopening metrics establishing red, yellow, and green zones to bring regional economies back online safely and smartly; as well as school, college, and higher education metrics to support reopening.
4. Last phase work addressed the availability of vaccination. The dashboard now provides valuable data and analytics on the supply, distribution, administration, dose status and inoculation trends.
5. The dashboard was built on a hybrid cloud approach that protects the privacy and compliance of Personal Identifiable Information (PII) or underlying medical records on-premises while delivering speed using public cloud infrastructure. Complex data integration for many state data repositories is combined to feed the dashboard in a near real-time basis.

ITS worked aggressively to build the platform, data integrations and dashboards that aggregate key trends to support public health guidelines and enhanced citizen awareness and trust. The COVID-19 dashboard project is the key to NYS's data centric strategy that is responsible for the safe reopening of our state. New York State is proud of the worldwide praise of its data analytics approach and use of technology to tackle this once in a lifetime public health crisis. ITS is proud to submit this initiative for award consideration to NASCIO.

Why does it matter?

The COVID-19 Dashboard directly impacts decisions relevant to human life, business, and economy for all NYS residents, businesses, and visitors. Without the information published on the dashboard, the risk to human lives and economy would have been much higher. The continued evolution of the pandemic,

new variants, and federal guidelines require that we continue to enhance and enrich the data and analytics.

What makes it different?

ITS worked aggressively to build the platform, data integrations and dashboards based on a hybrid cloud approach to aggregate key trends to support public health guidelines and enhanced citizen awareness and trust. The COVID-19 dashboard project is instrumental to NYS's data centric strategy for the safe reopening of our State.

What makes it universal?

This ITS effort is universal because it leverages a real-time data and analytics strategy as the basis for responding to the COVID-19 pandemic and provides a platform to support effective and up-to-date information for stakeholders.