



Office of Information Technology Services

KATHY HOCHUL
Governor

DRU RAI
NYS Chief Information Officer

Nadine Morrell
Audit Director
Office of the State Comptroller
Albany, New York 12236

November 18, 2025

Dear Nadine Morrell:

The Office of Information Technology Services ("ITS") submits the following response to the New York State Office of the State Comptroller's ("OSC") ITS recommendations contained in the public report of the Next Generation 911 Services (2023-S-40) audit:

1. Implement the recommendations detailed in the preliminary report to strengthen technical controls over the selected systems reviewed.

ITS will provide updates to the confidential preliminary report recommendations and separately communicate the response to OSC.

If you have any other questions or requests, please feel free to reach out to Jerry Nestleroad at Jerry.Nestleroad@its.ny.gov.

Sincerely,

Jerry Nestleroad
Director of External Audit

CC: Dru Rai, Chief Information Officer
Jenson Jacob, Executive Deputy Chief Information Officer
Elisabetta DeGironimo, NYS Geographic Information Officer
Marcy S. Stevens, Chief General Counsel