

## Introduction to DTI

The Department of Technology and Information (DTI) was formed with two primary directives; (1) to deliver certain core services to the other state organizations, and (2) to exercise governance over the technology direction and investments of the state. DTI is essentially an internal service organization, with only a few of its services directly touching the citizens or customers of the state. Rather, DTI provides enterprise services (that is, state-wide) that enable other organizations to effectively fulfill their missions.

DTI defines a "Customer" as any state organization or school district that uses DTI services, including the Legislative, Executive, and Judicial branches, and the various agencies and quasi-agencies that serve the citizens of Delaware. DTI's Customer Care Center (CCC) manages the overall relationship between DTI and its Customers. Customers are encouraged to work with their \*[Customer Relationship Specialist](#) to understand and access DTI services.

## DTI Services

DTI's services can be best understood by structuring them into the following categories:

### INFRASTRUCTURE

1. Operational and Hosting Services
2. Telecommunications Services
3. Application and Database Services

### GOVERNANCE

4. Statewide Technology Leadership
5. CyberSecurity and Business Continuity
6. Program Management Services

### ***Please Note DTI's Service Conditions:***

- Customer service requests, for any DTI service, are subject to DTI acceptance and approval.
- Customers are required to adhere to the [DTI Enterprise Standards and Policies](#). To download all of DTI's Enterprise Standards and Policies at once, [DTI Standards and Policies Zip File](#).
- Customers are required to utilize the Business Case process for their technology solutions.

Any questions pertaining to [Service Requests](#), the [Service Conditions](#), and or the [Business Case Process](#), need to be directed to your \*[Customer Relationship Specialist](#).

\*Access to this document/web page/website requires the viewer to have access to Delaware's State Network (Extranet). If you have access to the State Network and viewing is still not possible – please contact your Customer Relationship Specialist.

## Service Metrics

DTI uses Service Level metrics to measure attainment of key service goals. These metrics are captured and reported at the enterprise level, although extension to lower organizational levels is a future consideration. DTI will publish Service Level Reports quarterly on the DTI web site. Following is a list of metrics to be tracked, although others will be considered for the future.

- Bill rate management
- Email availability
- Network Service Requests
- Business Case and Rough Order of Magnitude Requests
- Mainframe availability
- Delaware portal availability
- Incident management

## 1 OPERATIONAL AND HOSTING SERVICES

DTI provides continuous 24x7 operation of the DTI datacenters located in Dover, DE, and New Castle, DE. Hosting services, output management, change control, and incident management are available for infrastructure and applications on both mainframe and server platforms.

### 1.1 Datacenter Operation

Datacenter operations include all aspects of maintaining a high availability environment for computing services. This includes electrical power, heating/cooling, premise security, and environmental monitoring. It also includes the use of effective procedures and practices to achieve optimal effectiveness of the datacenter resource.

- A well designed environment for high availability services
- Cost effective through leveraged use of shared facilities
- Improved standardization from common requirements, procedures, and practices
- Productivity gains through use of operations management automation tools

### 1.2 Mainframe Hosting

DTI provides mainframe-hosting of customer applications. Technical support includes platform administration and software patch/version management. Production support includes daily processing and production scheduling, tape library management, backup and off-site storage, and regular drills to achieve full production recovery.

- Reliable platforms for high volume computing applications
- Highly practiced disaster recovery capability
- Platform and software currency

### **1.3 Server Hosting – Managed and Co-Located**

DTI provides hosting services for customer client/server environments. Managed hosting includes DTI management of all aspects of the system. Co-located hosting typically includes only the premise-based features of the DTI datacenter, such as physical security, continuous power/cooling, and network access.

- Managed hosting - Highly reliable and secure hosting platform
- Co-located hosting – Reliable environment for customer-managed systems

### **1.4 Web Hosting – Applications and Static Content**

DTI provides web hosting services for multi-tier / multi-environment browser-based applications, as well as, simple presentation of static internet, extranet, and intranet web site information.

- Highly reliable and secure hosting platform
- Basic traffic statistics reporting provided to customers
- Simple web content update process

### **1.5 Output Management Services**

DTI provides production, design, preparation, and delivery of reports to customers.

- Production includes printing, microfiche/film, or online storage/viewing
- Preparation includes bursting, collating, folding, and envelope stuffing
- Delivery includes postage/ mailing, courier coordination, and online storage
- Secure handling of reports regardless of media
- Integration with other operational management systems such as job scheduling

### **1.6 Incident Management**

DTI provides full production-impacting Incident Management services for its Infrastructure Services. DTI will consider extending its Incident Management services to State customers on a case-by-case basis.

- 24x7 incident reporting, tracking, and escalation
- Engagement of additional technical support resources as needed
- Assignment of Incident Manager for high impact incidents
- Timely communication of incident status to DTI and customer

## 2 TELECOMMUNICATIONS SERVICES

Provide secure management of state telecommunications including, but not limited to, e-mail, access to the State network and Intranet, remote access, video conference consulting services, routing and telephony. Security includes firewall management, proxy services, antivirus, and spam filtering.

### 2.1 WAN Services

DTI plans, designs, manages and controls the network infrastructure in order to provide a secure and reliable State and K12 network. Included in this management is the implementation of current switching technologies, proxy services, and routing technologies. Internal address management and network address translation for the State and K12 networks are also managed at DTI.

- Core firewall management and routing
- Circuit monitoring and troubleshooting
- Proxy services, network address translation services, DNS resolution
- I2 services

### 2.2 Network Security

DTI provides planning, design, implementation, detection, and other services to secure the State and K12 networks and the other telecommunications services.

- Anti-virus, spam filtering, firewall support, and Internet proxy services
- Intrusion detection and vulnerability scanning
- Central user authentication and secure access from outside the State network
- Guest and Public Net

### 2.3 Messaging

DTI provides reliable and consistent messaging services for State and K12 users.

- MS Exchange system (State) for directory services, email, and calendaring
- iMail system (K12) for basic mail services with a web access component
- Secure email option for State users
- Directory services via an integrated LDAP server
- BlackBerry® services
- Exchange Fax Service (EFS) (State)

### 2.4 Voice Services

DTI provides planning, design, implementation and support services for the State telephony infrastructure. These services are available to both State and K12.

- System sizing, configuration, and implementation
- Voice over IP (VOIP)
- Wireless technologies including mobile phones and radios

## 2.5 Video Services

DTI facilitates video conferencing consulting services between agencies and school districts and the State approved video conferencing vendors.

- Configuration, design, and product selection

### 3 APPLICATION AND DATABASE SERVICES

Application development and support services are provided for web, client/server, mainframe, and ERP applications. Database Management services are offered for customer databases that comply with State standards.

#### 3.1 Enterprise Resource Planning (ERP)

DTI provides full technical support for the PeopleSoft ERP suite that currently includes the PHRST system and in the future the First State Financials (FSF) system. Functional support for the systems is provided by the owning organization. DTI offers broader ERP consulting services for customers considering such solutions.

- Centralization of resources
- Consolidation of infrastructure
- Systems integration
- Application of Best Practices in ERP software management

#### 3.2 Systems Development and Support

DTI offers full System Development Life Cycle (SDLC) services based on application of best practices, and delivers software solutions that are designed to meet the business requirements of State customers and comply with State standards. This applies to applications of any scope and approved DTI managed platform.

- Planning (Business Analysis, Requirements Gathering, and Analysis)
- Design thru Implementation (Logical and Physical Data design, Functional System Design and Technical Specification, Code, Test, Implement)
- Release Management
- Ongoing maintenance, enhancement, and production support

#### 3.3 Database Management

DTI offers database design and development services for Database Management Systems (DBMS) that are compliant with State standards. This includes mainframe-based DBMS (Adabas, DB2) and client/server-based DBMS (Oracle, MS SQL Server, etc.). In general, these services are offered for systems that are DTI-hosted, although consideration will be given to limited support services for other systems.

- Object-oriented database design and development
- Traditional relational database development
- Distributed databases

## 4 STATEWIDE TECHNOLOGY LEADERSHIP

DTI provides broad technology leadership for the State in a collaborative manner, working with technology staff from other organizations, for the best interest of the State as a whole.

### **4.1 Contract and Vendor Relationship Management**

DTI, in conjunction with OMB Government Support Services, establishes contracts for selected information technology services (e.g., network services, technical staffing, and PC hardware) across the State and manages the overall vendor relationship to ensure appropriate levels of vendor support.

### **4.2 Technology Investment Oversight**

DTI advises the Office of Management and Budget and the Technology Investment Council on the suitability of technology investments regardless of funding source. This requires that the essential information about proposed investments be recorded and reviewed by DTI's internal Technology Investment Council (iTIC), with subsequent recommendations to the appropriate parties.

### **4.3 Technology Policy and Standards**

DTI establishes statewide policies and standards that are mandatory for new State initiatives and technology solutions through its Technology and Architecture Standards Committee (TASC). These policies and standards can be found on the DTI website at <http://intranet.state.de.us/dti/currentstandardsandpolicies.html>.

### **4.4 IT Strategic Planning and Enterprise Architecture**

DTI provides overall leadership for IT Strategic Planning and Enterprise Architecture planning and analysis. The Delaware Enterprise Architecture Lifecycle (DEAL) team offers consulting services for architectural and design work.

## 5 **CYBERSECURITY AND BUSINESS CONTINUITY**

DTI provides leadership and consulting with regard to CyberSecurity, Business Continuity, and Disaster Preparedness considerations across the State.

### **5.1 CyberSecurity**

DTI provides overall state-wide leadership for CyberSecurity including the State Information Security Officer community. Services include raising awareness, enterprise security guidance, directing technology policy initiatives, conducting training sessions, and simulation exercises.

### **5.2 Business Continuity and Disaster Preparedness**

DTI provides overall state-wide leadership for Business Continuity and Disaster Preparedness. Services include consulting with customers on assessments, plan development, and testing. DTI manages relationships with vendors providing recovery services and maintains the State's master recovery plan.

## 6 PROGRAM MANAGEMENT SERVICES

Program Management includes services associated with the management of projects and associated organizational change, and the oversight of major technology projects under design, development and implementation. The definition of a major project is a project that crosses organizational boundaries or significantly changes the way business is conducted in an organization.

### 6.1 Project Management

DTI project management services ensure that the appropriate policies, procedures, and resources are sufficient for successful system implementation and post-implementation support. Consideration is given to team structures, executive sponsorship, funding, and project management best practices.

### 6.2 Change Management

DTI change management services provide organizational readiness consultation. The outcome is to minimize the cultural impact of major project implementations and/or business process reengineering on the user community. As part of the overall change management initiative, services may include Myers-Briggs Type Indicator and Emotional Intelligence education/testing, change management education, and consulting.

### 6.3 Major Project Oversight

For selected major projects (i.e., cross organizational boundaries or introduce significant business process change), DTI provides oversight services to assess progress, identify issues, and report to key stakeholders, including the Technology Investment Council.