



STATE OF DELAWARE  
**DEPARTMENT OF TECHNOLOGY AND INFORMATION**  
 801 Silver Lake Blvd.  
 Dover, Delaware 19904

<b>Doc Ref Number:</b>		<b>Revision Number:</b> 3
<b>Document Type:</b>	Enterprise Policy	<b>Page:</b> 1 of 5
<b>Policy Title:</b>	Establishment and Promulgation of State Enterprise Policies, Standards, Procedures, & Best Practice Guidelines.	

<b>Synopsis:</b>	<p>DTI, pursuant to the authority first set forth below, is responsible for establishing statewide technology policies, standards, procedures or best practice guidelines for state government entities.</p> <p>This policy provides a standard process for the establishment of enterprise policies, standards, procedures and best practice guidelines for the State of Delaware. Enterprise policies, standards, procedures and best practice guidelines are statewide technology directives and State government entities shall be bound by a policy, standard, procedure or best practice guidelines upon issuance and publication. It is the policy of DTI that new/upgraded policies shall follow the adopted process for format, review and approval.</p>		
<b>Authority:</b>	<p>Title 29, Delaware Code, §9004C - General powers, duties and functions of DTI "2) Implement statewide and interagency technology solutions, policies, standards and guidelines as recommended by the Technology Investment Council on an ongoing basis and the CIO, including, but not limited to, statewide technology and information architectures, statewide information technology plans, development life cycle methodologies, transport facilities, communications protocols, data and information sharing considerations, the technique of obtaining grants involving the State's informational resources and the overall coordination of information technology efforts undertaken by and between the various State agencies."</p>		
<b>Applicability:</b>	<p>All users of the State of Delaware communications and computing resources. DTI is an Executive Branch Agency and has no authority over the customers in Legislative and Judicial Branches, as well as School Districts, and other Federal and Local Government entities that use these resources. However, all users, including these entities, must agree to abide by all policies, standards promulgated by DTI as a condition of access and continued use of these resources.</p>		
<b>Effective Date:</b>	December 5, 2005	<b>Expiration Date:</b>	None
<b>POC for Changes:</b>	Chief Technology Officer		
<b>Approval By:</b>	Cabinet Secretary - State Chief Information Officer		
<b>Approved On:</b>	September 1, 2017		

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## **I. Policy**

1. It is the policy of the Department of Technology & Information (DTI) that Enterprise Policies, Standards, Procedures or Best Practice guidelines follow the adopted process for format, review and approval.
2. The process for establishment shall, to the extent practical, solicit the collective input, technical knowledge and programmatic expertise of state government entities; provided, however enterprise policies, standards, procedures or best practice guidelines may be established by the State CIO without seeking such input prior to publication.
3. The DTI Chief Technology Officer is charged with the responsibility of establishing and promulgating Enterprise Policies, Standards, Procedures and Best Practice Guidelines.
4. Procedures, forms, guidelines etc. necessary to administer and ensure compliance with the policy will be included as an appendix to the policy.
5. Applicable entities shall be bound by a policy, standard, procedure or best practice guideline upon issuance and publication.
6. The State CIO, sometimes in concert with the State Auditors Office or other independent auditors, may periodically review the coordination of efforts between DTI and state government entities with respect to the establishment of and adherence to the policies, preferred technology standards, procedures or best practice guidelines established for the State. Such review may include, but is not limited to, review of the technical and business analyses required to be developed pursuant to this policy, and other project documentation, technologies or systems which are the subject of the published policy or standard.



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## II. Definitions

### **POLICY**

A high-level position statement that should be long-standing and infrequently modified. Therefore it should consist of philosophical and conceptual statements, definition of authority for execution, and a process for review and acceptance.

### **PROCEDURE & FORMS**

Procedures codify specific requirements for compliance with the policy. There may be multiple procedures, each customized to a definable area, but consistent with the philosophies in the policy. Forms are means of communication, typically gathering information and approvals, for a given procedure. Procedures will change more frequently, especially in response to changes in the technology landscape. Compliance with procedures is usually mandatory.

### **STANDARDS**

Standards are typically classification documents that are usually referenced in the policy, and in conjunction with the procedures and forms above, will influence courses of action and approval criteria. For example, standards may include a list of products, technical specifications, or refer to external standards established by generally accepted standards bodies. Like procedures, standards will change as the technology changes. In many cases, standards committees will be engaged to guide the evolution of standards. IT organizations usually steer the committees, but IT constituents may have voting powers to ensure collaboration in the standards evolution. Compliance with standards is usually mandatory.

### **GUIDELINES**

Some aspects of policy compliance cannot be effectively captured within specific, discrete procedures. In such cases, guidelines can be drafted that describe (vs. define) conditions that should influence actions to be taken. The guidelines may include weighting factors to aid in assessment of multiple conditions. IT organizations normally draft guidelines with the expectation that the reader (IT or non-IT) can understand them, evaluate the conditions, and take the appropriate action. Compliance with guidelines may or may not be mandatory.



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### **PRACTICES**

Practices are repeatable techniques used by IT and non-IT personnel to comply with procedures and guidelines. They are usually developed independently by individuals or workgroups, rarely documented in a formal manner, but in many cases form the basis for strong compliance. "Best Practices" are those that have been found to be effective in most settings. Sharing of Best Practices is a powerful way to achieve the desired benefits of a given policy without introducing burdensome procedures. Practices are generally not enforceable.

Initial version established December 5, 2005

Version one established August 6, 2007.

Version two established September 14, 2010.

Version three established September 1, 2017. Additional language added regarding Senior Team approval in Appendix 1.

### **IV. Approval Signature Block**

<b>Name &amp; Title:</b> Cabinet Secretary - State Chief Information Officer	<b>Date</b>

### **V. Listing of Appendices**



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Appendix 1 – [Enterprise Policy Procedure Description](#)

Appendix 2 – [Enterprise Process Flowchart](#)

Appendix 3 – [Enterprise Policy Template](#)