

OPERATIONAL AND HOSTING SERVICES**1.1 Data Center Operation**

Data Center Operation includes 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 data center 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

List of services

1. William Penn Data Center (Dover, DE)
2. Biggs Data Center (New Castle, DE)

DTI is committed to scheduling maintenance downtimes in the best interest of the State as a whole. Downtimes will be announced in advance so that customers can plan appropriately and provide feedback. Downtimes will be coordinated to best fit within each of our customers' standard maintenance windows; however, it must be understood that the timeframe selected will be the best for the State of Delaware as a whole, and not for any particular customer. It is highly recommended that DTI customers subscribe to the "Downtime List" for maintenance downtime notifications, please see [*DTI Service Desk](#). If conditions warrant, emergency downtime may occur with minimal or no advance notification. It is DTI's commitment to our customers to use sound business judgment in all aspects of downtime management.

To achieve these goals, DTI will maintain a "Customer Maintenance Windows" document reflecting the requirements of each of the customer's systems and or applications. For security reasons, the entire document will not be viewable by customers. However, you may request your information through your [*Customer Relationship Specialist](#) and submit changes in the same way.

* 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.

OPERATIONAL AND HOSTING SERVICES

1. William Penn Data Center (Dover, DE)

Service Description – The William Penn Data Center is a highly conditioned facility meeting all of the criteria listed above. It is rated as a Class 7 facility based on the Data Center Policy.

Features / Benefits / Costs – Specific features are not disclosed for security reasons. In general, DTI managed Data Centers provide the optimal conditions for hosting of DTI’s core services, as well as, customer systems and do so at a lower incremental cost than a typical customer server room.

How to request services – Please contact *[Your IRM](#) or *[Customer Relationship Specialist](#) for requesting this service.

Applicable policy / standards – The primary applicable policy is the [DTI Data Center Policy](#). See [DTI Enterprise Standards and Policies](#) for a complete list of Standards and Policies.

2. Biggs Data Center (New Castle, DE)

Service Description – The Biggs Data Center is a highly conditioned facility meeting all of the criteria listed above. It is rated as a Class 7 facility based on the Data Center Policy.

Features / Benefits / Costs – Specific features are not disclosed for security reasons. In general, DTI managed Data Centers provide the optimal conditions for hosting of DTI’s core services, as well as, customer systems and do so at a lower incremental cost than a typical customer server room.

How to request services – Please contact *[Your IRM](#) or *[Customer Relationship Specialist](#) for requesting this service.

Applicable policy / standards – The primary applicable policy is the Data Center Policy. See [DTI Data Center Policy](#). See [DTI Enterprise Standards and Policies](#) for a complete list of Standards and Policies.

*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.