

OPERATIONAL AND HOSTING SERVICES

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

List of services

1. Service Desk

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Service Description – The Service Desk is DTI’s initial point of contact for incidents that impact DTI customers. A more complete description of the Service Desk and the associated procedures can be found under *[DTI Service Desk](#) on the DTI website. Also to become part of or be removed from the DTI’s Downtime List see *[Data Center & Operations](#) - at the bottom of the page.

Features / Benefits / Costs – The Service Desk is staffed 24 hours a day year-round. There is no cost for use of the Service Desk.

How to request services – The Service Desk can be reached at 302-739-9560 or via e-mail at DTI.ServiceDesk@state.de.us. To understand how incidents are designated a specific severity and the mean time to repair for each severity, please refer to *[Quick Reference Severity Card](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI website.

*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.