

## TELECOMMUNICATIONS SERVICES

### 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

- Core firewall management and routing
- Circuit monitoring and troubleshooting

### List of services

1. Circuit Management
2. Firewall Requests
3. Domain Name Services (DNS)

### 1. Circuit Management

**Service Description** – DTI provides centralized management of the telecommunications circuits that make up the overall state and K12 network. This includes managing the overall relationship with the vendors who provide the circuits.

**Features / Benefits / Costs** – The centrally managed communications circuitry ensures optimal network design, best pricing, and maximum leverage with the vendors when needed.

**How to request services** – Customer requests for \*[Telecommunications](#) circuits should be presented to your \*[Customer Relationship Specialist](#).

**Applicable policy / standards** – See the [DTI Enterprise Standards and Policies](#) on the DTI website, with particular attention to those categorized under the Security heading.

\*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.

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### 2. Firewall Services and Requests

**Service Description** – DTI’s Telecommunications team provides centralized firewall management for the State and K12 networks.

**Features / Benefits / Costs** – The centrally managed service ensures consistent deployment of security policy, technical expertise, and lower total cost to support the infrastructure.

**How to request services** – Customer requests for new or changes to firewall policy must be submitted through the DTI ServiceCenter Request Management System located at \*[ServiceCenter](#). *Please note: Your ISO or Alternate ISO (found at \*[ISO Master List](#)) will complete the electronic form for you.* Contact the DTI Service Desk at 302-739-9560 or [DTI\\_ServiceDesk@state.de.us](mailto:DTI_ServiceDesk@state.de.us) if you have questions.

**Applicable policy / standards** – See the [DTI Enterprise Standards and Policies](#) on the DTI website, with particular attention to those categorized under the Security heading.

### 3. Domain Name Services

**Service Description** – DTI is the primary provider of Domain Name Services (DNS) for the State and K12 networks.

**Features / Benefits / Costs** – The centrally managed service ensures consistent deployment of security policy, technical expertise, and lower total cost to support the infrastructure.

**How to request services** – Customer requests for Domain Name Services (DNS) (add/change/delete) must submit the [DTI Domain Naming Request Form](#).

**Applicable policy / standards** – See the [DTI Enterprise Standards and Policies](#) on the DTI website, with particular attention to those categorized under the Security heading. Also see [DTI Domain Naming Standard](#), [DTI Domain Name Request Process](#), [DTI Domain Name Standard Process Flow](#), and [DTI Domain Naming Standard Supporting Documentation](#).

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