

TELECOMMUNICATIONS 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.

- Protective Measures: anti-virus, spam filtering, firewall support, and Internet proxy services
- Preventive Measures: intrusion detection and vulnerability scanning
- User Authentication: central user authentication and secure access from outside the State network

List of services

1. Protective Measures: anti-virus, spam filtering, firewall support, and Internet proxy services
2. Preventive Measures: intrusion detection and vulnerability scanning
3. User Authentication: central user authentication and secure access from outside the State network
4. Public Net: Intranet services for public utilization
5. Guest Net – Wireless: Vendor Intranet access without impacting the State network
6. Guest Net – Wired: Vendor Intranet access across the State network

1. Protective Measures

Service Description – DTI provides a variety of services to protect the state from malicious attacks. These are deployed and maintained diligently on the service infrastructure (email systems, application systems, internet access, etc.). Tools are also made available to all state users so that each PC can also be protected. Core firewall systems are deployed in some areas to segment sub-networks in order to reduce the impact of any successful attack. However, firewalls should only be considered one aspect of general protections.

Features / Benefits / Costs – Network security is a fundamental value for the entire state and as the steward of the state-wide network, DTI takes a serious and proactive approach. The benefits include improved overall availability and reliability, and considerably lower risk of data loss or denial of services.

How to request services – Any questions or requests pertaining to Network Security should be directed to your [*Customer Relationship Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Particular attention should be given to the Security category and the [DTI Acceptable Use Policy](#).

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2. Preventive Measures

Service Description – For DTI-managed systems, DTI provides services that will prevent malicious attacks on the state resources by performing periodic intrusion detection and vulnerability scanning services. These services are generally non-disruptive to the customer.

Features / Benefits / Costs – The detection and scanning services can identify high-risk exposures in the customer’s service infrastructure. DTI will communicate those findings to the customer’s technical support staff for remediation. Prompt correction of the exposures will reduce the risk of a successful malicious attack.

How to request services – Any questions or requests pertaining to Network Security should be directed to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Particular attention should be given to the Security category and the [DTI Acceptable Use Policy](#).

3. User Authentication

Service Description – DTI provides services to ensure that only authorized users are granted access to systems or resources within the state network. DTI is in the early stages of offering a system-level Identity and Access Management service that can be used by application systems to provide simplified user sign-on.

Features / Benefits / Costs – This service reduces the likelihood of unauthorized users obtaining access to state systems or resources. Unauthorized access is the primary source of data loss or destruction. Therefore, effective user authentication services are fundamental to establishing a secure network.

How to request services – Any questions or requests pertaining to Network Security should be directed to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Particular attention should be given to the Security category and the [DTI Acceptable Use Policy](#).

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4. Public Net

Service Description – A secured service that allows agencies to provide public access to Internet services via a localized desktop without direct connection to the State’s network. This service is for **State Organizations only**; not an offering for K12.

Features / Benefits / Costs –

Service provides the following:

- Wireless capabilities for a locally centralized desktop for public utilization
- Provides public access to the Internet to utilize State approved services, e.g., job application, court date review, etc.
- Allows the public to assist themselves with Internet-based, agency approved services in a safe secured environment
- Access coverage is based on agency criteria, can be the entire building or it can be dedicated to a specific area within the building
- Service is managed by DTI
- Encryption
- Consulting is available for this service

Potential Pricing for this service:

- Agency would be required to purchase an access point with an average cost of \$600.00

Estimated Service Delivery: 30 to 60 days, funding permitted

How to request services – Please contact your *[Customer Relationship Specialist](#) to schedule your consultation.

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

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5. Guest Net - Wireless

Service Description – A secured wireless service that provides agencies the capability to allow vendors to have access the Internet without utilizing or impacting the State’s network. This service is for **State Organizations only**; not an offering for K12.

Features / Benefits / Costs –

Service provides the following:

- Wireless capabilities to allow vendors to access the Internet without being connected to the State’s network, e.g. vendor doing a demo of their product in a conference room though WebEx
- Provides vendor access to the Internet allowing them to keep in contact with their company without impacting the State’s network
- Access coverage is based on agency criteria, can be the entire building or it can be dedicated to a specific area within the building, e.g. conference rooms
- Access can be set for a specified time
- Transactions are auditable
- Vendor access accounts can be registered by a Registered approver within the agency
- Eliminates the need to scan vendor laptops, USB keys, CDs, etc for viruses
- Allows the vendor to work immediately without any downtime except for registering the vendor within Guest Net
- Encryption
- Service is managed by DTI
- Consulting is available for this service
- Training available for registered approvers

Potential Pricing for this service:

- Agency would be required to purchase an access point with an average cost of \$600.00

Estimated Service Delivery: 30 to 60 days, funding permitted

How to request services – Please contact your *[Customer Relationship Specialist](#) to schedule your consultation.

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

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6. Guest Net - Wired

Service Description – A service that provides agencies the capability to allow vendors to have access the Internet across the State Network. This service is for **State Organizations only**; not an offering for K12.

Features / Benefits / Costs –

Service includes the following:

- Allowing vendors to access the Internet**
- Access coverage is localized based on port accessibility
- Access can be set for a specified time
- Transactions are auditable
- Vendor access accounts can be registered by a Registered approver within the agency
- Continues vendor services during proxy server authentication
- Service is managed by DTI
- Consulting as needed

**Service has the following considerations:

- Agencies will still have to scan vendor laptops, USB keys, CDs, etc for viruses
- Service has a potential security risk as they are directly connected to the State network
- No available encryption

Potential Costing for this service:

- Nominal,**

Estimated Service Delivery: 30 to 60 days, funding permitted

How to request services – Please contact your *[Customer Relationship Specialist](#) to schedule your consultation.

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

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