

TELECOMMUNICATIONS SERVICES

2.3 Messaging

DTI provides reliable and consistent messaging services for State and K12 users.

- MS Exchange system (State) for directory services, email, and calendaring
- iMail system (K12) for basic mail services with a web access component
- Secure email option for State users
- Directory services via an integrated LDAP server
- BlackBerry® services
- Exchange Fax Service (EFS) (State)

List of services

1. Email services – Exchange (State)
2. Email services – iMail (K12)
3. Secure Email
4. Directory Services
5. BlackBerry® Services
6. Exchange Fax Service (EFS) (State)

1. Email services – Exchange (State)

Service Description – DTI provides Email services for State users (i.e. excludes K12) via a Microsoft Exchange service.

Features / Benefits / Costs – The Exchange infrastructure is highly redundant to ensure maximum availability and reliability. This is a core service of DTI to deliver an enterprise-scoped service that can be leveraged for optimal service, support, and long-term effectiveness. For more information on *[Exchange](#) see DTI's Website.

How to request services – Email account requests (add/change/delete) should be directed to your organization's Information Security Officer *([ISO](#)). Need to know who your ISO is for your organization –*[ISO Master List](#).

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

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2. Email services – iMail (K12)

Service Description – DTI provides Email services for K12 users via the iMail service.

Features / Benefits / Costs – The iMail infrastructure is designed to provide high availability and reliability. This is a core service of DTI to deliver an enterprise-scoped service that can be leveraged for optimal service, support, and long-term effectiveness.

How to request services – Email account requests (add/change/delete) should be directed to your organization’s Information Security Officer *([ISO](#)). Need to know who your ISO is for your organization –*[ISO Master List](#).

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

3. Secure Email

Service Description – DTI provides, for Exchange Email users only, a facility for secure exchange of emails. This can be used between other state Exchange users as well as with pre-registered users outside the state.

Features / Benefits / Costs – The service is provided via Sigaba® software tools, including an add-in module for Microsoft Outlook users. The ability to securely exchange non-public information via email is a valuable benefit for many users. For more information on *[Sigaba](#) see DTI’s website.

How to request services – Requests for Sigaba® accounts (add/change/delete) should be directed to your organization’s Information Security Officer *([ISO](#)). Need to know who your ISO is for your organization –*[ISO Master List](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI website. Special attention should be given to the [DTI Secure Email Standard](#) standard.

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4. Directory Services

Service Description – DTI provides an enterprise-scoped directory service available to all state and K12 users.

Features / Benefits / Costs – The service is provided via LDAP services (Lightweight Directory Access Protocol).

How to request services – Each user’s LDAP directory entry is created when their user account is created. If you have specific questions about LDAP Directory services, contact your organization’s System Administrator.

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

5. BlackBerry® Services

Service Description – DTI provides an enterprise-scoped BlackBerry® service for authorized users with a rich set of services available.

Features / Benefits / Costs – BlackBerry® devices provide a robust wireless remote access for state employees. DTI’s enterprise service provides for a high availability and reliability, security, ease of maintenance, and optimal cost. For more information on *[Blackberry](#) see DTI’s Website.

How to request services – Requests for Blackberrys should be directed to your organization’s Information Security Officer *([ISO](#)). Please see the *[ISO Master List](#) for your ISO.

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

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TELECOMMUNICATIONS SERVICES**6. Exchange Fax Service (EFS)**

Service Description – Exchange Fax Service (EFS) is an adjunct feature of Microsoft Outlook that allows State Exchange users to send and receive faxes via their email account. This is only for users of the state Exchange Mail service.

Features / Benefits / Costs – Since EFS is integrated with Outlook email, it enables a user to send and receive faxes within their email account rather than using a separate, stand-alone fax machine.

Additionally, EFS has the potential of replacing fax machines and bringing faxing to an individual's email for improved document management including online reading, storage, and archiving.

EFS for outbound faxing is automatically included when Exchange email accounts are established; however, the ability to receive faxes requires special provisioning by the customer agency and DTI. Outbound faxes are charged back to the agency using actual fax usage as collected from the EFS server logs. These entries are totaled and billed to the agency's cost center via their monthly EMS statement from DTI Cost Recovery. For specific pricing, please see *[Cost Allocation](#) on the DTI Extranet site, under Network Services: Exchange Fax Service and Phone Line (DID).

How to request services – EFS requests should be directed to your Information Security Officer *([ISO](#)) or DTI *[Customer Relationship Specialist](#) (CRS). For specific questions on EFS, please contact your DTI CRS.

Applicable policy / standards – See *[Exchange Fax Service](#) on DTI's website.

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