

TELECOMMUNICATIONS SERVICES

2.4 Voice Services

DTI provides planning, design, implementation, and support services for the State telephony infrastructure. These services are available to both State and K12.

- System sizing, configuration, and implementation
- Voice over IP (VoIP)
- Wireless technologies including mobile phones and radios

List of services

1. Phone System Services
2. Voice over IP (VoIP)
3. Wireless Telephony

1. Phone System Services

Service Description – DTI provides sizing, configuration and implementation support for phone systems (e.g. PBX's) for state and K12 customers.

Features / Benefits / Costs – DTI's centralized service includes expertise in all technologies and most vendor products, such as DTI's maintained statewide communication system deemed *[Enterprise Voice Service \(EVS\)](#) or *[Session Initiation Protocol \(SIP\)](#). DTI works with OMB/GSS to provide enterprise Voice contracts to validate vendors and negotiate best pricing. Maintaining close relationships with vendors will encourage optimal configuration for the customer's requirements, adherence to policies and standards, as well as, responsive service and support.

How to request services – A Business Case may be required for new or expanded phone systems. You should contact *[Your IRM](#) or *[Customer Relationship Specialist](#) early in the planning cycle for a determination.

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.

TELECOMMUNICATIONS SERVICES**2. Voice over IP (VoIP)**

Service Description – DTI support the use of VoIP over the enterprise network with prior planning and approval.

Features / Benefits / Costs – VoIP offers potentially lower cost voice services to customers under certain circumstances. DTI will provide the consulting and other services to assess your specific needs.

How to request services – A Business Case may be required for new or expanded phone systems. You should contact *[Your IRM](#) or *[Customer Relationship Specialist](#) early in the planning cycle for a determination.

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

3. Wireless Telephony

Service Description – DTI provides enterprise wireless telephony services, mainly through cellular phone technology, but also including satellite phones and mobile radios.

Features / Benefits / Costs – Wireless communications provide a robust mechanism for state workers, especially mobile workers. DTI works with OMB/GSS to provide enterprise cellular contracts to validate vendors and negotiate best pricing.

How to request services – Requests for wireless telephony devices should be directed to the contracted vendor.

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.