

## CYBERSECURITY AND BUSINESS CONTINUITY

### 5.1 CyberSecurity Leadership

DTI provides overall state-wide leadership for CyberSecurity including the state Information Security Officer (ISO) community. Services include raising awareness, enterprise security guidance, directing technology policy initiatives, conducting training sessions and simulation exercises, and assisting with organization Security Risk Assessments.

#### List of services

1. Access Authorization and Facilitation
2. Enterprise Security Guidance and Governance
3. CyberSecurity Education Services
4. CyberSecurity Simulation Exercises
5. Organizational Security Risk Assessment

#### 1. Access Authorization and Facilitation

**Service Description** – DTI facilitates security access to the mainframe and other hosted systems at the DTI data centers in Dover and New Castle.

**Features / Benefits / Costs** – Security request forms are submitted via the Automated Security Request System. The system enables customers to submit and track access requests electronically, which in turn enables DTI to utilize automation to efficiently process these requests, ultimately resulting in quicker turn-around times.

**How to request services** – Contact your ISO by utilizing the [\\*ISO Master List](#), or your [\\*Customer Relationship Specialist](#) for your service needs.

**Applicable policy / standards** – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special notice should be given to [DTI State of Delaware Information Security Policy](#) and all other Security Policies and Standards.

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### 2. Enterprise Security Guidance and Governance

**Service Description** – DTI offers consulting services to review and discuss business related security and CyberSecurity issues, as well as planning for compliance with DTI’s security policies as they are released and revised.

**Features / Benefits / Costs** – DTI works with customers to establish a clear understanding of the issues addressed by security policies and how best to mitigate these issues.

**How to request services** – To schedule a meeting on these topics, see your [\\*Customer Relationship Specialist](#).

**Applicable policy / standards** – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special notice should be given to [DTI State of Delaware Information Security Policy](#) and all other Security Policies and Standards.

### 3. CyberSecurity Education Services

**Service Description** – DTI assists customers to educate their staff in CyberSecurity awareness. Specific topics and areas of concern can be addressed in education sessions with all levels of the organization.

**Features / Benefits / Costs** – Awareness, understanding, involvement and commitment are the objectives to support an organization’s internal CyberSecurity program, as well as, that to address compliance with the State’s security policies.

**How to request services** – To request educational planning for your organization, contact your [\\*Customer Relationship Specialist](#).

**Applicable policy / standards** – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special notice should be given to [DTI State of Delaware Information Security Policy](#) and all other Security Policies and Standards.

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### 4. CyberSecurity Simulation Exercises

**Service Description** – DTI conducts simulation exercises designed to test the state’s readiness for CyberSecurity related incidents and improve our ability to prevent, detect, and respond. The \*[Security/Disaster Recovery](#) Team plans these exercises based on the needs of the state as an enterprise and customer involvement is welcomed where appropriate.

**Features / Benefits / Costs** – Simulating customer readiness through realistic scenarios benefits the State by raising awareness, improving planning, and identifying areas of weakness to be addressed.

**How to request services** – Contact your \*[Customer Relationship Specialist](#) if you would like to participate in a future exercise.

**Applicable policy / standards** – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special notice should be given to [DTI State of Delaware Information Security Policy](#) and all other Security Policies and Standards.

### 5. Organizational Security Risk Assessment

**Service Description** – DTI assists customers who wish to engage a third-party vendor to perform a comprehensive, independent and impartial assessment of the organization’s business processes, systems, infrastructure and access control along with an analysis of the risks and exposures that threaten them. The \*[Security/Disaster Recovery](#) Team will assist with a Statement of Work to define the scope of the assessment and offer assistance with the selection of a vendor from the State contract.

**Features / Benefits / Costs** – An organization can proactively identify and remediate weaknesses by using industry best practices and standards.

**How to request services** – Contact your \*[Customer Relationship Specialist](#) if you would like to initiate a Security Risk Assessment.

**Applicable policy / standards** – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special notice should be given to [DTI State of Delaware Information Security Policy](#) and all other Security Policies and Standards.

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