

State of Delaware

Department of Technology and Information

Service Catalog

Support and Service



2012

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Introduction to DTI

The [Department of Technology and Information](#) (DTI) was formed with two primary directives; (1) to deliver certain core services to the other State organizations, and (2) to exercise governance over the technology direction and investments of the State. DTI is essentially an internal service organization, with only a few of its services directly touching the citizens or customers of the State. Rather, DTI provides enterprise services (that is, state-wide) that enable other organizations to effectively fulfill their missions.

DTI defines a "Customer" as any State organization or school district that uses DTI services, including the Legislative, Executive, Judicial branches, and the various agencies and quasi-agencies that serve the citizens of Delaware. DTI's [*Customer Engagement Team](#) manages the overall relationship between DTI and its Customers. Customers are encouraged to work with their [Customer Engagement Specialist](#) to understand and access DTI services.

DTI Services

DTI's services can be best understood by structuring them into the following categories:

INFRASTRUCTURE

1. Operational and Hosting Services
2. Telecommunications Services
3. Application and Database Services

GOVERNANCE

4. Statewide Technology Leadership
5. CyberSecurity and Business Continuity
6. Program Management Services

Please Note DTI's Service Conditions:

- Customer service requests, for any DTI service, are subject to DTI acceptance and approval.
- Customers are required to adhere to the [DTI Enterprise Standards and Policies](#). To download all of DTI's Enterprise Standards and Policies at once, [DTI Standards and Policies Zip File](#).
- Customers are required to utilize the [Business Case process](#) for their technology solutions.

Any questions pertaining to **Service Requests**, the **Service Conditions**, and or the **Business Case Process** need to be directed to your [Customer Engagement Specialist](#).

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Service Metrics

DTI uses [Service Level metrics](#) to measure attainment of key service goals. These metrics are captured and reported at the enterprise level, although extension to lower organizational levels is a future consideration. DTI will publish [Service Level Reports](#) monthly on the DTI Extranet web site. Following is a list of metrics to be tracked, although others will be considered for the future. [Various agencies](#) are receiving monthly and or bi-monthly metric reporting as well.

- [Exchange availability](#)
- [Network availability](#)
- [Security requests](#)
- [Business Case turnaround](#)
- [Application availability](#)
- [Mainframe availability](#)
- [Server availability](#)
- [Incident management](#)
- [Service Desk First Tier resolution](#)

1 OPERATIONAL AND HOSTING SERVICES

DTI provides continuous 24x7 operation of the DTI datacenters located in Dover, DE, and New Castle, DE. Hosting services, output management, change control, and incident management are available for infrastructure and applications on both mainframe and server platforms.

1.1 Datacenter Operation

Datacenter operations include all aspects of maintaining a high availability environment for computing services. This includes electrical power, heating/cooling, premise security, and environmental monitoring. It also includes the use of effective procedures and practices to achieve optimal effectiveness of the datacenters resources.

- A well-designed environment for high availability services
- Cost effective through leveraged use of shared facilities
- Improved standardization from common requirements, procedures, and practices
- Productivity gains through use of operations management automation tools
- Level 7 Data Center per [Data Center Policy](#), maintenance is completed within the manufacture's recommended testing cycle. See Capability – IBM Level 7 Criteria below.

Capability – IBM Level 7 Criteria		DTI
Environment		
Dedicated Power		X
Dual Power Feeds		X
UPS		X
Redundant Generators		X

Capability – IBM Level 7 Criteria	DTI
Fire Suppression	X
Varied Redundant Cooling Units	X
Hot/Cold Aisles	X
Economizer Cooling	X
Management Controls	
Change Management	X
Incident Management	X
Configuration Management	X
Release Management	X
Capacity Management	X
Source Code Protection	X
Cyber Security Response Plan	X
Continuity of Operations Plan	X
Disaster Recovery Plan	X
Telecommunications	
Connectivity to Multiple Carriers	X
Redundant Core Switches	X
Compliant with TIA/EIA/IEEE Data Center Standards	X
Vulnerability Scanning	X
Intrusion Detection Systems	X
Security	
Mantraps	X
Video Monitoring 24 x 7 x 365	X
Interior	X
Exterior	X
Smart Motion	X
Computerized Entry/Exit Security Systems	X
Employee Background Checks	X
Vendor Background Checks	X
Perimeter Security Barriers	X
Mobile Device Encryption	X

List of services

1. William Penn Data Center (Dover, DE)
2. Biggs Data Center (New Castle, DE)

DTI is committed to scheduling maintenance downtimes in the best interest of the State as a whole. Downtimes will be announced in advance so that customers can plan appropriately and provide feedback. Downtimes will be coordinated to best fit within each of our customers' standard maintenance windows; however, it must be understood that the timeframe selected will be the best for the State of Delaware as a whole, and not for any particular customer. **It is highly recommended that DTI customers subscribe to the ["Downtime List"](#) for maintenance downtime notifications.** If conditions warrant, emergency downtime may occur with minimal or no advance notification. It is DTI's

commitment to our customers to use sound business judgment in all aspects of downtime management.

To achieve these goals, DTI will maintain a “Customer Maintenance Windows” document reflecting the requirements of each of the customer’s systems and or applications. For security reasons, the entire document will not be viewable by customers. However, you may request your information through your [*Customer Engagement Specialist](#) and submit changes in the same way.

1. William Penn Data Center (Dover, DE)

Service Description – The William Penn Data Center is a highly conditioned facility meeting all of the criteria listed above. It is rated as a Class 7 facility based on the Data Center Policy.

Features / Benefits / Costs – Specific features are not disclosed for security reasons. In general, DTI managed Data Centers provide the optimal conditions for hosting of DTI’s core services, as well as, customer systems and do so at a lower incremental cost than a typical customer server room.

How to request services – Please contact [*Your IRM](#) or [*Customer Engagement Specialist](#) for requesting this service.

Applicable policy / standards – The primary applicable policy is the [DTI Data Center Policy](#). See [DTI Enterprise Standards and Policies](#) for a complete list of Standards and Policies.

2. Biggs Data Center (New Castle, DE)

Service Description – The Biggs Data Center is a highly conditioned facility meeting all of the criteria listed above. It is rated as a Class 7 facility based on the Data Center Policy.

Features / Benefits / Costs – Specific features are not disclosed for security reasons. In general, DTI managed Data Centers provide the optimal conditions for hosting of DTI’s core services, as well as, customer systems and do so at a lower incremental cost than a typical customer server room.

How to request services – Please contact [*Your IRM](#) or [*Customer Engagement Specialist](#) for requesting this service.

Applicable policy / standards – The primary applicable policy is the Data Center Policy. See [DTI Data Center Policy](#). See [DTI Enterprise Standards and Policies](#) for a complete list of Standards and Policies.

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1.2 [Mainframe Hosting](#)

DTI provides mainframe-hosting of customer applications. Technical support includes platform administration and software patch/version management. Production support includes daily processing and production scheduling, tape library management, backup and off-site storage, and regular drills to achieve full production recovery.

- Reliable platforms for high volume computing applications
- Highly practiced disaster recovery capability
- Platform and software currency

List of services

1. Mainframe Hosting – William Penn Data Center
2. Mainframe Hosting – Biggs Data Center

1. Mainframe Hosting – William Penn Data Center

<p><u>Service Description</u> – The William Penn Data Center mainframe is a state-of-the-art IBM mainframe with sufficient capacity to support existing systems and providing excellent interactive response times. Requests for new systems or major enhancements to existing systems are accepted and encouraged.</p>
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<p><u>Features / Benefits / Costs</u> – This mainframe is configured with all of the standard IBM operating system features. Special services include support for Software AG's Natural programming language and Software AG's ADABAS database management system. There are many benefits of mainframe-based systems, most notably high availability, high performance, and rapid recoverability. See *Cost Allocation for pricing.</p>
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<p><u>How to request services</u> – Requests for new systems or major enhancements to existing systems will usually require a recommended Business Case. Contact *Your IRM or your *Customer Engagement Specialist for further information. For service disruptions or simple service requests, contact the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.</p>
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<p><u>Applicable policy / standards</u> – Numerous policies and standards and some forms apply to mainframe-hosted systems. See DTI Enterprise Standards and Policies and *DTI Forms under General Forms, Change Control Forms, and Security Forms.</p>
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2. Mainframe Hosting – Biggs Data Center

Service Description – The Biggs Data Center mainframe is a state-of-the-art IBM mainframe with sufficient capacity to support existing systems and providing excellent interactive response times. Requests for new systems or major enhancements to existing systems are accepted and encouraged.

Features / Benefits / Costs – This mainframe is configured with all of the standard IBM operating system features. Special services include support for IBM's DB2 database management system. There are many benefits of mainframe-based systems, most notably high availability, high performance, and rapid recoverability. See [*Cost Allocation](#) for pricing.

How to request services – Requests for new systems or major enhancements to existing systems will usually require a recommended Business Case. Contact [*Your IRM](#) or your [*Customer Engagement Specialist](#) for further information. For service disruptions or simple service requests, contact the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms apply to mainframe-hosted systems. See [DTI Enterprise Standards and Policies](#) and [*DTI Forms](#) under General Forms, Change Control Forms, and Security Forms.

Service Level Objective

Mainframe Availability

SERVICE DEFINITION	The mainframe is considered available when substantially all the services are functioning. Specifically, the unavailability of a specific application or group of applications does not necessarily constitute a mainframe outage. This is a State of Delaware enterprise service and will be measured in accordance as a global service.		
SERVICE COMMITMENT	Each DTI-managed mainframe will achieve actual availability exceeding 99.8% of scheduled availability.		
EXCEPTION	Outages on non-working days that are scheduled according to published guidelines and advance notice will not be part of the availability calculations.		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
* Mainframe Availability – Wm Penn	Availability	Sun-Sat, 00:00-24:00	99.8%
* Mainframe Availability – Biggs	Availability	Sun-Sat, 00:00-24:00	99.8%

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Service Level Objective

Biggs Mainframe and Wm Penn Mainframe Security Requests

SERVICE DEFINITION	DTI is committed to processing customer service requests in a timely manner. This metric will reflect DTI's timeliness in completing them. We will measure the completion of new requests for both, Biggs Mainframe and Wm Penn Mainframe, Requests in their entirety (from initial input to closure).		
SERVICE COMMITMENT	DTI will complete 90% of service requests within the allotted timeframe for the Biggs Mainframe and Wm Penn Mainframe Service request category as stated below in Performance Target and Minimum Performance Metric.		
EXCEPTION	none		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
* Biggs Mainframe Security Requests	Approved Request	Mon-Fri, 08:00-16:30; within 3.5 business hours	90%
* Wm Penn Mainframe Security Request	Approved Request	Mon-Fri, 08:00-16:30; within 2.0 business hours	90%

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1.3 Server Hosting – Managed and Co-Located

DTI provides hosting services for customer client/server environments. Managed Hosting includes DTI management of all aspects of the system including data storage. Co-located Hosting typically includes only the premise-based features of the DTI datacenter, such as physical security, continuous power/cooling, network access, and may include data storage and virtual hosting.

- Managed Hosting – Highly reliable and secure hosting platform
- Co-located Hosting – Reliable environment for customer-managed systems
- Storage as a Service – DTI-Managed and Co-located Data Storage – Enterprise-class data storage service for DTI-Managed and available for co-located servers

List of services

1. Server Hosting – Managed Hosting
2. Server Hosting – Co-located Hosting
3. Server Hosting – Virtual Co-located Hosting for State Organizations Only
4. Server Hosting – Storage as a Service, DTI-Managed and Co-located servers

1. Server Hosting – Managed Hosting

Service Description – DTI will house servers for customer systems within the DTI William Penn Data Center. The “Managed Hosting” service includes DTI performing all aspects of server management. For more details please see the *[Data Center Provisioning and Support](#) document.

Features / Benefits / Costs – Hosted servers will benefit from the various features of the William Penn Data Center. These rich features cannot typically be duplicated in a customer premise setting; therefore, customers will benefit from greater availability, performance, reliability, and security. The costs will depend on the specifics of the system architecture. Customer systems targeted for this service require a recommended Business Case that will document the estimated costs. See *[ITIC Tools](#) and *[ITIC](#) for more information about the Business Case process. **Please Note:** DTI-Managed servers must use the [Storage as a Service](#).

How to request services – As noted above, a recommended Business Case is required. To complete a Business Case, contact *[Your IRM](#) or your *[Customer Engagement Specialist](#). Support requests for existing Managed Hosting customers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards will apply to Managed Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). New requests will be reviewed for compliance during the Business Case process.

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2. Server Hosting – Co-located Hosting for State Organizations Only

Service Description – DTI will house servers for customer systems within the DTI William Penn Data Center. The “Co-located Hosting” service includes only the basic physical aspects of server housing. The customer is required to provide for, or arrange for, all other aspects of server management. For more details please see the *[Data Center Provisioning and Support](#) document.

Features / Benefits / Costs – Co-located servers will benefit from the various features of the William Penn Data Center. These rich features cannot typically be duplicated in a customer premise setting; therefore, customers will benefit from greater availability, reliability, and security. The costs will depend on the specifics of the system architecture. Customer systems targeted for this service require a recommended Business Case that will document the estimated costs. See *[ITIC Tools](#) and *[ITIC](#) for more information about the Business Case process.

Please Note: New co-located servers are strongly encouraged to use [Storage as a Service](#). In addition, upgrades to storage subsystems for existing co-located servers should be evaluated by DTI for relocation to the Storage as a Service prior to the customer initiating any upgrades.

How to request services – As noted above, a recommended Business Case is required. To complete a Business Case, contact *[Your IRM](#) or your *[Customer Engagement Specialist](#). Support requests for existing Co-located Hosting customers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

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3. Server Hosting – Virtual Co-located Hosting for State Organizations Only

Service Description – DTI provides an infrastructure for hosting servers using virtualization technologies that allow State organizations to leverage DTI's core facilities and technical expertise when they have a need to deploy a new server(s) within their organization.

Features / Benefits / Costs – By consolidating multiple organizations onto hardware residing at DTI managed data centers, co-located server(s) benefit from the various features such as availability, reliability, and security. The State maximizes its hardware and software investment dollars which provide a significant cost saving over time. Customer system(s) targeted for this service require a business case that has received a "recommended" or "pending technical review" (PTR) determination from the *[ITIC](#); that will document the estimated costs. See *[ITIC Tools](#) and *[ITIC](#) for more information about the Business Case process.

Features include:

- DTI provides a bare metal virtual server to any State organization that wishes to have complete administrative control of their server(s). The administrative user must be previously authorized and use approved software tools for access.
- Admin users do not have to travel to DTI; they are able to connect to the server's console over the State's network.
- Admin Users have the ability to use local CD-ROMS and DVD-ROMS to install software on the remote server.
- Admin Users have the ability to power on, power off, and reset the server.
- DTI provides daily backups of each server that are retained for seven (7) days, with most recent backup also replicated to DTI's alternate data center. However, there is no provision for creation of customer specific backups, tape backups, or off-site rotation of backups. The purpose of these is to provide server recovery in the event of a failure at the primary data center. The backups can also be used to provide emergency file restoration services when no other method of file restoration is possible. File restore requests must be sent to the *[DTI Service Desk](#) and can take up to a day or more to complete.
- Leverage DTI Data Center's benefits; electrical power provision, including backup power generator, connectivity with redundancy, cooling (facility maintenance contracts), security, 24 x 7 x 365 attendant service, and fire protection.

Costing for this service is located at: [Cost Allocation](#)

How to request services – As noted in Features/Benefits/Costing, a recommended or PTR business case is required. To complete a business case, contact *[Your IRM](#) and or your *[Customer Engagement Specialist](#) (CES). The CES will set up an evaluation meeting with the organization's subject matter expert (SME) to collect business and technical information. Support requests for existing co-located hosting customers should go to the *[DTI Service Desk](#) at (302)739-9560.

Applicable policy / standards – Numerous policies and standards and some forms

will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

4. Server Hosting – Storage as a Service

Service Description – DTI provides enterprise-class data storage service for customers' with DTI-managed servers or Co-located servers, whether new or being upgraded. This is a mandatory service for DTI-managed servers; it is strongly recommended for Co-located servers.

Features / Benefits / Costs – The storage subsystems that provide the services are enterprise-class configurations providing superior reliability, availability, and performance. These features cannot typically be duplicated in a customer co-located storage subsystem. Servers must connect via fiber channel. Backups of customer data are not part of this service; however, the backup options are addressed in the "Server Hosting – Co-located Hosting" service description. Downtime will be managed according to the *[DTI Change Control Policy](#) with the appropriate notifications for outages. Requests under 5 TB can usually be satisfied within two weeks; larger requests may take up to a month.

Costing for this service is located at: [Cost Allocation](#)

How to request services – Service request should go through your agency's *[Your IRM](#) so they may contact the applicable *[Customer Engagement Specialist](#). A business case may be needed but that will be determined by the CES. It is necessary for the customer to be prepared to state how much storage is required to their IRM when initiating the request. Support requests for existing Co-located Hosting customers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

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Service Level Objective**Server Availability**

SERVICE DEFINITION	The server(s) is considered available when substantially all the service(s) are functioning. Specifically, the unavailability of a specific application or group of applications does not necessarily constitute a server outage.		
SERVICE COMMITMENT	Each DTI-managed server will achieve actual availability equal to or exceeding 99.8% of scheduled availability.		
EXCEPTION	Outages on non-working days that are scheduled according to published guidelines and advance notice will not be part of the availability calculations.		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
* Server Availability	Availability	Sun-Sat, 00:00-24:00	99.8%

Service Level Objective**Client Server and Notes Applications Service Requests**

SERVICE DEFINITION	DTI is committed to processing customer service requests in a timely manner. This metric will reflect DTI's timeliness in completing them. We will measure the completion of new requests for both, Client Server and Notes Applications, Requests in their entirety (from initial input to closure).		
SERVICE COMMITMENT	DTI will complete 90% of service requests within the allotted timeframe for the Client Server and Notes Applications Service request category as stated below in Performance Target and Minimum Performance Metric.		
EXCEPTION	none		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
* Client Server Security Requests	Approved Request	Mon-Fri, 08:00-16:30; within 22.5 business hours	90%

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Provisioning Services

The DTI data center provisioning service offerings consist of two options: DTI-managed and Co-locate.

DTI-managed

The DTI-managed service option offers customers a complete spectrum of IT support service, including application maintenance, database administration, infrastructure support, platform monitoring, disaster recovery services, and security access administration. DTI-managed systems are subject to DTI's Change Control Management policy and procedure.

Co-locate

The Co-locate service option affords customers the opportunity to manage their own platforms within a secure, reliable DTI data center facility. DTI provides hardware provisioning. Tape swapping and business continuity services can be requested. The customer is responsible for all other support services. DTI can assist customers with establishing a support agreement with an approved vendor to provide those support services.

With this Co-locate option, the customer has also available to them the virtual Co-located hosting. Virtual Co-locate allows State organizations to leverage DTI's core facilities and technical expertise when they have a need to deploy a new or replacement server within their organization. By choosing this option it provides a reliable environment for customer-managed systems for State Organizations Only, and provides scalable solution, remote accessibility, leveraging Enterprise operating system license agreements, as well as availability, reliability, and security.

Support Service Descriptions

DTI provides the following support services:

Application Support

Application layer break/fix remediation and minor system enhancements; version/release upgrades where applicable.

Backup and Recovery

Coordination of backup schedules; monitoring of backup routines; recovery of systems from backup media as required. System developer must supply backup and recovery documentation. Customer must designate data retention periods. Customer is responsible for cost of tape media and off-site storage.

Business Continuity & Disaster Recovery Planning

Consultation services; development of business continuity and disaster recovery plans; business impact analysis development; disaster recovery solutions are required for systems designated as mission critical.

Database Administration

Database layer break/fix remediation and minor enhancements; version/release upgrades; patch management; performance tuning; capacity planning and management.

Disaster Recovery Testing

Coordination and execution of disaster recovery test plans as applicable; coordination of activities with hot site vendors; production of post-test reports.

<i>Hardware Acquisition & Setup</i>	Procurement of hardware to support IT initiatives; assembly of server racks; rack mounting of servers. Customers will incur a chargeback at actual cost for hardware acquisition.
<i>Hardware Provisioning</i>	Install necessary power; allocate data center floor and rack space; supply applicable network connectivity. Customers will incur a chargeback at actual cost for power installation.
<i>Help Desk Services</i>	Single point of contact for incident resolution activity; management of incident tickets; abnormal event and scheduled outage notification; DTI provides all help desk services via the DTI Service Desk.
<i>Job Scheduling</i>	Creation, maintenance and execution of batch job scheduling. Customer will incur a chargeback at actual cost for job scheduling agents.
<i>License / Maintenance Contract Renewals</i>	Ensure applicable hardware and software are covered under vendor support agreement; ensure all software is properly licensed; manage renewal process. Licenses and maintenance contracts name DTI as the responsible party (DTI-managed only). Customers will incur a chargeback for all applicable hardware and software renewals.
<i>Monitoring Services</i>	Perform system level monitoring and alert generation; typical monitoring components include, but are not limited to: CPU utilization, disk utilization, and network connectivity.
<i>Output Services</i>	Printing of hardcopy output; stuffing and mailing services; report distribution; application of applicable postage. Customers will incur a chargeback at actual cost for all postage.
<i>Release Management</i>	Planning releases based on customer priorities and needs, development of related work plans and schedules, verification of business requirements and functional/technical specifications, execution of test plans, and implementation of releases.
<i>Storage / Tape Administration</i>	Disk storage; space allocation and management; tape media acquisition; cataloging; coordination of activities for media storage at State of Delaware's off-site storage vendor.
<i>System Administration</i>	Coordination of all break/fix remediation; administration of servers; patch management for servers, applications, and firmware; account access administration; code migrations/promotions; system software upgrades.
<i>Vendor Management</i>	Manage vendor relationships; ensure vendor deliverables are supplied in accordance with contract; initiate change orders and service requests.

Enterprise Support Solutions

All DTI-managed systems are supported by a standard set of enterprise tools for performing backups, job scheduling, patch management, and system monitoring. Co-locate solutions do not have access to DTI's enterprise services.

Policies and Standards

All systems are subject to review by DTI for adherence to standards regardless of provisioning option. Applicable policies and standards include, but are not limited to:

- Data Center Policy
- Data Classification Policy
- State of Delaware Information Security Policy
- Systems Architecture Standard
- Systems Environment Standard

The DTI extranet site contains an up-to-date list of all applicable policies and standards. These can be accessed at: [DTI Enterprise Standards and Policies](#).

Service Level Agreement

Customers are required to enter into a Service Level Agreement (SLA) with DTI which will govern the provisioning service provided. This SLA should be executed prior to the acceptance of hardware or systems into a DTI data center facility.

Security

Data center and server level access rights are based on established physical access and role based security models.

Data Center Access

Physical access to DTI managed data centers is limited to authorized personnel only and is governed by the DTI Physical Security Policy. Additional restrictions apply for access to the Biggs Data Center.

All DTI, customer, and vendor personnel are required to sign confidentiality statements and undergo a criminal background check prior to be granted permanent access to a DTI data center facility.

Role Based Security Access Rights

Customer and third-party support personnel will not be granted server level access to DTI- managed systems.

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Support Responsibility

Support responsibility is determined by the selected provisioning service. DTI-managed solutions reside in the DTI VRF. Co-located solutions reside in the customer's VRF. Customers may subcontract with approved vendors for support services.

Support Responsibilities Matrix		
Support Services	Responsibility based on Provisioning Service	
	DTI-managed	Co-locate
Application Support	DTI	Customer
Backup and Recovery	DTI	Customer
Business Continuity and Disaster Recovery Planning	DTI	Customer; DTI consulting services available by request
Database Administration	DTI	Customer
Disaster Recovery Testing	DTI	Customer
Hardware Acquisition & Setup	DTI	Customer
Hardware Provisioning	DTI	DTI
Help Desk Services	DTI	Customer
Job Scheduling	DTI	Customer
License / Maintenance Contract Renewals	DTI	Customer
Monitoring Services	DTI	Customer
Output Services	DTI	Customer
Release Management	DTI	Customer
Storage / Tape Administration	DTI	Customer; DTI can perform tape swap services and coordinate delivery/receipt of media to off-site storage
System Administration	DTI	Customer
Vendor Management	DTI	Customer

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1.4 [Web Hosting – Applications and Static Content](#)

DTI provides web hosting services for multi-tier / multi-environment browser-based applications, as well as, simple presentation of static Internet, extranet, and Intranet web site information.

- Highly reliable and secure hosting platform
- Basic traffic statistics reporting provided to customers
- Simple web content update process

List of services

1. Web hosting of Applications
2. Web hosting of Static Content

1. Application Web Hosting

Service Description – DTI provides a web hosting environment designed for use by customers with applications that meet certain criteria. For more information please see *[Web Hosting](#) document.

Features / Benefits / Costs – The benefits to the customer are the ability to focus on the application itself without concern for the underlying infrastructure. From a State perspective, and for the individual customer, this shared service is very cost effective.

How to request services – Most requests for applications hosting will require a recommended Business Case. To complete a Business Case, contact *[Your IRM](#) or your *[Customer Engagement Specialist](#) and require the [Web Services Request Form](#) be completed. However, [Your IRM](#) should be advised before contacting the [Customer Engagement Specialist](#). Any security forms, such as ISF 25 or 35 or both, require your [ISO](#) to use the [ServiceCenter](#) application. Support requests for existing hosted applications should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards will apply to applications web hosting as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). New requests will be reviewed for compliance during the Business Case process. Specific attention should be given to the [DTI Domain Naming Standard](#), the [DTI Website Common Look and Feel Standard](#), the [DTI Common Look and Feel Delaware Code](#), the [DTI Data Classification Guideline](#) and [DTI Data Classification Policy](#).

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2. Static Content Web Hosting

Service Description – DTI provides a web hosting environment for customers' static web sites. The website must not contain any non-public information. For more information please see *[Web Hosting](#) document.

Features / Benefits / Costs – The benefits to the customer are the ability to focus on the content of the website without concern for the underlying infrastructure. From a State perspective, and for the individual customer, this shared service is very cost effective.

How to request services – Static content web hosting does not require a recommended Business Case. Requests for new websites should be directed to your *[Customer Engagement Specialist](#) and require the [Web Services Request Form](#) be completed. However, [Your IRM](#) should be advised before contacting the [Customer Engagement Specialist](#). Any security forms, such as ISF 25 or 35 or both, require your [ISO](#) to use the [ServiceCenter](#) application. Support requests for existing static content web sites should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards will apply to Static Content Web Hosting as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). Specific attention should be given to the [DTI Domain Naming Standard](#), the [DTI Website Common Look and Feel Standard](#), the [DTI Common Look and Feel Delaware Code](#), and the [DTI Data Classification Policy](#).

Web Hosting – Common Features

The term “web hosting” can include many things. For clarity, the remainder of this document will describe to a reasonable level the features of each service.

No assumptions should be made about any feature or capability omitted from this definition. Interested parties should contact their [Customer Engagement Specialist](#) to arrange for a detailed discussion if needed.

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Following are features common to all variations of the web-hosting services.

1) Setup and Support

- a) Organizations requesting this service will be required to sign a Service Level Agreement, or an addendum to an existing Service Level Agreement, or a Service Contract as determined by DTI prior to commencement of technical activities.
- b) DTI will assist with the setup of the website and training of the organization's webmaster.
- c) Once the site is initially setup, the defined webmaster will be responsible for managing all content for the site.
- d) All web hosting services will be subject to downtime for maintenance purposes. DTI will exercise due diligence to notify users in a timely manner of changes to the web hosting service, including, but not limited to the following:
 - i) Changes to service features
 - ii) Changes to security features
 - iii) Scheduled downtime for service maintenance

2) Domain naming

- a) All top level URLs are subject to GIC approval
- b) A top level URL is anything.delaware.gov
- c) All requests should be made using the [Domain Name Request Form](#)
- d) Sub domains of approved URLs and anything.state.de.us do not require GIC approval (i.e. subdomain.approved-domain.delaware.gov would not require an additional approval from GIC)

3) Data Classification

- a) Only content with a data classification of "Public" can be hosted on these services. It is the user's responsibility to comply with the Data Classification Policy.

4) Security Considerations

- a) Secure directories requiring a username and password for access are supported
 - i) This feature is NOT user configured and requires a special request to DTI
 - ii) All authentication is forced over SSL to protect usernames and passwords
 - iii) Security is not sufficient to protect confidential or sensitive information
- b) All content management is via SFTP only
 - i) ISF25/35 forms are required to request a content admin account
 - ii) Users are responsible for acquiring and maintaining an SFTP client
 - iii) Multiple content admin accounts are supported
 - iv) Unused accounts will be automatically deleted after 12 months
 - v) Users cannot reset their passwords
 - vi) No shell logins are permitted
- c) Web Statistics are available upon request
 - i) All requests must use a DTI special form, [Web Statistics Request Form](#)
 - ii) All statistics are housed in a secure directory requiring authentication
 - iii) Reports are provided month to date, and monthly for previous months
 - iv) Monthly reports are retained for one year
- d) Users have no access to server configurations
 - i) The use of .htaccess files to override settings is not supported

- e) Filename filtering is an industry standard method of protecting against many cyber attacks. Some filtering is already in place, although several filters are currently disabled due to adverse impact on the service users. The filters are provided by an outside security service similar in concept to anti-virus services. It is DTI's intent to fully implement all filters in a reasonable and controlled manner, and to update the filters using best practices for cyber security.
 - i) As a best practice, all users are strongly advised to eliminate the use of blanks (or spaces) within the filenames comprising their websites

5) Content Staging Area

- a) Upon request, DTI may provide a secure area for the webmaster to review web content before it is promoted to the live site. Details are available upon request.

Web Hosting for Static Content

The following definition is based upon the "Web Hosting – Common Features" definitions above.

1) Content Definition and Management

- a) Static content is defined as containing no files that execute on the server side. Specifically:
 - i) No perl, cgi, php, jsp, or any other scripting allowed
 - ii) Client Side java scripts (.js) are permitted
 - iii) SSI (Server Side Includes) are supported
 - iv) Only files ending in .shtml will be parsed for SSI content

Web Hosting for K-12 Static Content

DTI offers a static web content hosting service to all K-12 educational organizations. The following definition is based upon the "Web Hosting – Static Content" definition above. No assumptions should be made about any feature or capability omitted from this definition.

1) Domain Naming

- a) K12 URLs are not subject to GIC approval but must follow standards
- b) General standard for URLs is school.district.k12.de.us and requires no additional approval
 - i) Non-standard subdomains under k12.de.us will be subject to further approval by DTI and/or DOE. The request must be submitted by the district web administrator to their [Customer Engagement Specialist](#).
- c) All new URLs (hostnames) must be added by DTI and listed in DNS

2) Content Definition and Management

- a) Each school district (includes charter schools) will have a single web administrator.
 - i) The school district will designate the web administrator
 - ii) DTI will provide training for the web administrators on the administration tool
- b) The district webmaster will be responsible for managing all content for the site and for managing individual teacher accounts and teacher sites (add/change/delete).
- c) All content management is via SFTP only
 - i) Users are responsible for acquiring and maintaining an SFTP client
 - ii) Only one content administrator account is supported per URL
 - iii) A login will be provided to each district web administrator
 - iv) No shell logins are permitted for any users
- d) Teacher sites will be created by the district web administrator

- i) Teacher URLs will be of the form <http://teachers.district.k12.de.us/~teacher>
- ii) Teachers will manage their own content via SFTP

Web Hosting for Simple Scripting

DTI offers, through an outsourced partnership, a web hosting service designed for customers to use simple scripting techniques to develop dynamic program-like websites. The service is currently built on open source or other “light” toolsets. DTI manages the contract with the service provider. The customer must execute a Service Level Agreement or add an addendum to an existing Service Level Agreement with DTI for this service.

1) Content

- a) Only data classified for PUBLIC access may be stored or processed on this service.
- b) This service is not for business critical systems.

2) Tools Available

- a) The tools available on this service, or the versions of them, may be changed from time to time with appropriate advanced notice to customers, including opportunity for migration planning.
- b) The tools currently consist of:
 - i) Windows as the operating system
 - ii) Apache as the only web server
 - iii) MySQL as the database system
 - iv) PHP as the scripting language
 - v) XSLT (Extensible Stylesheet Language Transformations) version 2.0, an XML-based language used for to transform XML documents into "human-readable" documents

3) Support

- a) Neither DTI nor the service provider will provide technical assistance for scripting, database design or administration, or any other product. This service is explicitly for customers who are prepared to be self-sufficient in these areas.
- b) While the service provider will perform normal backups on the service infrastructure, no custom backup/recovery will be provided. The customer must make no assumptions with regard to the service provider's ability to recover content as of any particular point in time.

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Web Mail and Forms Service

DTI offers a service available to state organizations with public-facing websites. The service can be linked from the customer's website and will present the user with a "fill in the form" screen based on the requirements defined at setup. Interested customers should contact their [Customer Engagement Specialist](#).

1) Content

- a) Only data classified for PUBLIC access may be stored or processed on this service.
- b) This service is not for business critical systems.

2) Services Available

- a) Each mail or form service is custom-designed by DTI based on requirements provided by the customer. DTI reserves the right to exercise discretion as to the specific features of the form designed.

3) Support

- a) DTI will provide technical support for the service itself, but cannot accept responsibility for the actual handling of the information processed by the service.

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1.5 [Output Management Services](#)

DTI provides production, design, preparation, and delivery of reports to customers.

- Production includes printing, microfiche/film, or online storage/viewing
- Preparation includes bursting, folding, and envelope stuffing
- Delivery includes postage/mailing, courier coordination, and online storage
- Secure handling of reports regardless of media
- Integration with other operational management systems such as job scheduling

List of services

1. Production Services
2. Preparation Services
3. Delivery Services

1. Production Services

Service Description – DTI provides output production services in the form of printed output, microfiche/microfilm, and online storage/viewing. The services are available to systems that are housed by DTI (mainframe-based or server-based).

Features / Benefits / Costs – Output is produced and handled in a secure manner, and where possible, integrated into other data center services such as production scheduling. These services are generally for high-volume workload or use of special electronic forms features. Using DTI's shared production facility provides both cost and feature benefits to the customer. For cost details, see *[Cost Allocation](#).

How to request services – Please contact *[Your IRM](#) or *[Customer Engagement Specialist](#) for requesting this service.

Applicable policy / standards – See the [DTI Enterprise Standards and Policies](#) section of the DTI website for generally applicable policies and standards.

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2. Preparation Services

Service Description – DTI provides output preparation services in the form of bursting, collating, folding, and envelope stuffing. These services are restricted to output produced at the DTI data center.

Features / Benefits / Costs – Output preparation is conducted in a secure manner. These services are generally for high-volume workload. This is considered a “value added” service to the Production Services described above. For cost details, see *[Cost Allocation](#).

How to request services – Please contact *[Your IRM](#) or *[Customer Engagement Specialist](#) for requesting this service.

Applicable policy / standards – See the [DTI Enterprise Standards and Policies](#) section of the DTI website for generally applicable policies and standards.

3. Delivery Services

Service Description – DTI provides output delivery services in the form of postage and mailing, courier coordination, and online storage of reports. These services are restricted to output produced at the DTI data center.

Features / Benefits / Costs – Output delivery is conducted in a secure manner. These services are generally for high-volume workload. This is considered a “value added” service to the Production Services described above. For cost details, see *[Cost Allocation](#).

How to request services – Please contact *[Your IRM](#) or *[Customer Engagement Specialist](#) for requesting this service.

Applicable policy / standards – See the [DTI Enterprise Standards and Policies](#) section of the DTI website for generally applicable policies and standards.

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1.6 [Service Desk Support](#)

Service Desk Support utilizes DTI's fully-functional 24 x 7 x 365 days Service Desk for Tier-1 (first level support) Service Desk Support Services. This includes Desktop Services and our Incident Management system.

- Desktop Services (For ITC Departments and or Agencies only)
- Incident Management

1. Desktop Services

Service Description – Desktop Services is a family of services that manage workstation hardware and software components that provide management of desktop computer technology and support for an organization's individual staff members. This includes on-site support for computers, associated peripherals, office, and productivity applications, requests for network services, smart phones, and personal data assistants (PDAs).

Features / Benefits / Costs – The following support is available within the Desktop Services:

- Desktop computing hardware devices, peripherals, and associated Operating System (OS) Software
- Laptop or notebook computing hardware devices, peripherals, and associated OS Software
- Management of in-scope software licenses
- Business and office productivity software and client computer applications that are a part of standard approved computing device image(s)
- Network-attached printers, scanner, multi-functional devices (printer/scanner/fax/copier) that are attached to the local area network (LAN), and other peripherals
- Wireless and handheld computing hardware devices and associated OS Software, e.g., smart phones, PDAs, handheld scanners
- Best effort attempts to resolves issues with locally attached peripheral devices, e.g., personal printers, exclusive of consumables
- Refreshing of desktop and laptop computing hardware dependent on funding.

How to request services – Please contact *[Your IRM](#) or *[Customer Engagement Specialist](#) for requesting this service.

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

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Service Level Objectives[Desktop Services](#)

Description	Response Times
Immediate (Urgent/Operation Critical Support)	<p>Call acknowledgement within 15 minutes of submission and immediate telephone response to end-user or customer contact.</p> <ul style="list-style-type: none"> ○ 15 minute call acknowledgement via phone or remote desktop support if available ○ On-site response within two (2) hours (New Castle/Kent), four (4) hours (Sussex) ○ Problem resolution within twenty-four (24) hours (loaner equipment may be required)
Urgent (High/Business Interruption)	<p>Call acknowledgement within 30 minutes of submission and or email response to end-user or customer contact.</p> <ul style="list-style-type: none"> ○ 30 minute call acknowledgement ○ On-site response within four (4) hours (New Castle/Kent), five (5) hours (Sussex) ○ Problem resolution within forty-eight (48) hours (loaner equipment may be required)
Normal (Operation Support requiring attention within the day)	<p>Call acknowledgement within 30 minutes of submission and or email response to end-user or customer contact.</p> <ul style="list-style-type: none"> ○ 30 minute call acknowledgement ○ On-site response same business day when call is placed before 12:00 p.m. or next business morning when call is placed after 12:00 p.m. (New Castle/Kent/Sussex) ○ Problem resolution within seventy-two (72) hours (loaner equipment may be required)
Low (Operation Support requiring attention within a specified time period)	<p>Call acknowledgement within 30 minutes of submission and or email response to end-user or customer contact.</p> <ul style="list-style-type: none"> ○ 30 minute call acknowledgement ○ On-site response at a scheduled time (New Castle/Kent/Sussex) ○ Problem resolution within seventy-two (72) hours (loaner equipment may be required)
System Enhancement/Software Installation Upgrades (this category covers all on-site hardware, OS, and software related enhancements or modifications to existing installed equipment.)	<p>Call acknowledgement within 30 minutes of submission and or email response to end-user or customer contact.</p> <ul style="list-style-type: none"> ○ 30 minute call acknowledgement ○ On-site response at a scheduled time (New Castle/Kent/Sussex) ○ Problem resolution within seventy-two (72) hours (loaner equipment may be required)
System Moves/Adds Changes (this category covers all on-site hardware, peripheral redeployment within a building, campus, or enterprise. Includes the break-down, transport, temporary warehousing, and redeployment of existing equipment.)	<p>Call acknowledgement within 30 minutes of submission and or email response to end-user or customer contact.</p> <ul style="list-style-type: none"> ○ 30 minute call acknowledgement ○ On-site response at a scheduled time (New Castle/Kent/Sussex) ○ Problem resolution within seventy-two (72) hours (loaner equipment may be required)

New Installs/new equipment deployment (this category covers the logistical support for new equipment deployment. DTI will receive, inventory, warehouse, configure, image, test deliver on-site, and install the customer's new desktop and related systems and equipment.)	Call acknowledgement within 30 minutes of submission and or email response to end-user or customer contact. <ul style="list-style-type: none"> o 30 minute call acknowledgement o On-site response at a scheduled time (New Castle/Kent/Sussex)
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2. Incident Management

Service Description – DTI provides full production-impacting Incident Management services for its Infrastructure Services. DTI will consider extending its Incident Management services to State customers on a case-by-case basis.

- 24x7 incident reporting, tracking, and escalation
- Engagement of additional technical support resources, as needed
- Assignment of Incident Manager for high impact incidents
- Timely communication of incident status to DTI and customer

Features / Benefits / Costs – The Service Desk is staffed 24 hours a day year-round.

How to request services – The Service Desk can be reached at 302-739-9560 or via e-mail at DTI_ServiceDesk@state.de.us. To understand how incidents are designated a specific severity and the mean time to repair for each severity, please refer to *[Quick Reference Severity Card](#).

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

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Service Level Objectives[Incident Management](#)

SERVICE DEFINITION	DTI's Incident Management service provides the customer a single point of contact for any service disruption to DTI-managed services they may encounter during their day to day operation. The process encompasses the initial receipt of the disruption, categorizing it based on severity of the issue to the potential business impact, and to the resolution of the issue. Each incident, based on severity is handled to completion within a specific timeframe to ensure that the customer's service is restored fully or an appropriate workaround is invoked to carry the customer over until the full restoration is completed.		
SERVICE COMMITMENT	DTI will handle 90% of Incidents categorized as Severity 1 or Severity 2 in compliance with the documented DTI Incident Management Procedures. This includes initial response, escalation, and impact resolution.		
EXCEPTION	Incidents that are initially categorized as Severity 1 or 2, but are subsequently changed to a lower severity level may be excluded from the metrics calculations at DTI's discretion.		
Severity Level/Business Impact Description	Performance Target	Notification Updates	Minimum Performance Metric
Level 1 CRITICAL (affects public safety/health) – Loss of this business function threatens the ability for the State to operate. Loss of business function disrupts the security and well-being of the State.	8 hours	Every ½ hour until resolution	90%
Level 2 SIGNIFICANT (revenue generating) – Loss of this business function significantly reduces the effectiveness of the State's operations. Loss of business function has a negative citizen impact and affects the financial well-being of the State.	12 hours	Every 1 hour until resolution	90%
Level 3 MODERATE – loss of this business function affects multiple State agencies/school districts and their ability to operate. Loss of business function has a negative citizen impact.	72 hours (3 days)	Every 4 hours until resolution	90%
Level 4 LIMITED – loss of this business function is limited to only the person and or department using the application. Loss of business function has little or no affect on the State's ability to carry on business.	96 hours (4 days)	Every two (2) business days until resolution	90%
Level 5 MINIMAL – loss of this business function does not have a direct impact on the department's ability to do business.	120 hours (5 days)	Every 2.5 business days until resolution	90%

Service Level Objectives[Service Desk](#)

SERVICE DEFINITION	DTI's has a fully functional 24 x 7 x 365 days Service Desk for Service Desk Support Services for LAN support, Desktop support including Install, Move, Delete Desktop equipment as well as Move, Add, Change, Delete IT related resources for employees.	
Service Measure	Performance Target	
% of Calls Answered within 30 seconds	80%	
% of First Call Resolution	80%	
% of Calls Abandoned – based on calls 30 seconds or greater	Not to exceed 10%	
% of Calls Abandoned – based on calls Less than 30 seconds	Not to exceed 10%	

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2 TELECOMMUNICATION SERVICES

Provide secure management of state telecommunications including, but not limited to, e-mail, access to the State network and Intranet, remote access, video conference consulting services, routing, and telephony. Security includes firewall management, proxy services, antivirus, and spam filtering.

2.1 LAN Services (For ITC Departments and or Agencies only)

When selected by the customer, DTI will plan, design, manage and control the LAN (local area network) infrastructure in order to provide a secure and reliable network for the designated LAN segments.

List of services

1. LAN Services (For ITC Departments and or Agencies only)

Service Description – When selected by the customer, DTI will plan, design, manage and control the LAN (local area network) infrastructure in order to provide a secure and reliable network for the designated LAN segments. Services include the following:

- Network Design
- Switch replacement life cycling (pre-configured)
- Switch Installation and Configuration
- Network Monitoring
- Switch Patch Management
- On-going Support

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 LAN Services should be presented to your *[Customer Engagement 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.

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2.2 [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 are also managed at DTI.

- Core firewall management and routing
- Circuit monitoring and troubleshooting
- Proxy services, network address translation services, DNS resolution
- I2 services

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 Engagement 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.

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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 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.

Service Level Objective

Network Availability

SERVICE DEFINITION	The network is a series of telecommunications components that interconnect systems and users. The components (e.g. switches, routers, fiber, cabling) that make up the wide area network are included in this metric. Further, although DTI has no control over leased telecommunications circuits they are included in this metric. The wide area network is considered down when more than one physical location cannot connect to resources outside of their site due to failures in the shared infrastructure.		
SERVICE COMMITMENT	DTI's network service will achieve actual availability exceeding 99.96% of scheduled availability.		
EXCEPTION	Outages that are scheduled according to published guidelines and advance notice will not be part of the availability calculations.		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
Network Availability	Availability	Sun-Sat, 00:00-24:00	99.96%

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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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2.3 [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

Protective Measures: anti-virus, spam filtering, firewall support, and Internet proxy services

1. Preventive Measures: intrusion detection and vulnerability scanning
2. User Authentication: central user authentication and secure access from outside the State network
3. Public Net: Intranet services for public utilization
4. Guest Net – Wireless: Vendor Intranet access without impacting the State network
5. 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 Engagement 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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Service Level Objective

Firewall Modification Security Requests

SERVICE DEFINITION	DTI is committed to processing customer service requests in a timely manner. This metric will reflect DTI's timeliness in completing them. We will measure the completion of new requests for Firewall Modification Requests in their entirety (from initial input to closure).		
SERVICE COMMITMENT	DTI will complete 90% of service requests within the allotted timeframe for the Firewall Service request category as stated below in Performance Target and Minimum Performance Metric.		
EXCEPTION	none		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
Firewall Modification Security Request	Approved Request	Mon-Fri, 08:00-16:30; within 37.5 business hours	90%

2. Preventive Measures

<p><u>Service Description</u> – 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.</p>
<p><u>Features / Benefits / Costs</u> – 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.</p>
<p><u>How to request services</u> – 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.</p>
<p><u>Applicable policy / standards</u> – 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.</p>

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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](#).

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 Engagement Specialist](#) to schedule your consultation.

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

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 Engagement 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 Engagement Specialist](#) to schedule your consultation.

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

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2.4 [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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Service Level Objective

Exchange

SERVICE DEFINITION	Electronic Mail (Email) is a communication system for sending electronic messages between authorized users. This service metric only encompasses the State's Exchange Email service. This system exchanges email with many outside mail services, but for this service metric, only internal State mail exchange will be considered. The Exchange System is architected with multiple "nodes" that operate independently; therefore outages will be measured at the node level and aggregated to determine the overall Exchange Email availability. Since the Email client on a user's PC sends/receives to their Exchange node on a timed basis, the Exchange Email service will be considered "down" only when the send/receive function is not working for a given Exchange node for a continuous period of 5 minutes.		
SERVICE COMMITMENT	DTI's Exchange email service will achieve actual availability exceeding 99.8% of scheduled availability.		
EXCEPTION	Outages on non-working days that are scheduled according to published guidelines and advance notice will not be part of the availability calculations.		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
Exchange Availability	Availability	Sun-Sat, 00:00-24:00	99.8%

2. Email services – iMail (K12)

<u>Service Description</u> – DTI provides Email services for K12 users via the iMail service.
<u>Features / Benefits / Costs</u> – 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.
<u>How to request services</u> – 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 .
<u>Applicable policy / standards</u> – See DTI Enterprise Standards and Policies on the DTI website.

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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.

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.

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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.

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 Engagement Specialist](#) (CES). For specific questions on EFS, please contact your DTI CES.

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

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2.5 [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 Engagement Specialist](#) early in the planning cycle for a determination.

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

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Enterprise Voice Service

DTI will provide EVS and SIP services. Pricing for these services are located at [Cost Allocation](#).* (Please note that pricing is subject to change and will be posted at the aforementioned location.) The following list are the services:

Enterprise Voice Service- Basic Subscription:

- CISCO Call manager
- Redundant Call Processors
- Failover Processors Off-site
- Business Continuity for Voice (EVS & SIP)
- Troubleshooting & Repair Reporting (EVS & SIP)
- Remote Diagnostics & Monitoring
- Centralized Voice System Administration
- Moves, Adds, Changes, Disconnects (MACDs)
- Software Assurance “Evergreen” at core (EVS & SIP)
- On-Call Technical Support (EVS & SIP)
- UNITY Voice Mailbox Administration, Storage, & Archival
- Station Call Detail Recording & Reporting
- Audio/Teleconferencing 6-Party Bridges
- Security & Fraud/Abuse Management
- Change Control Management
- Malicious/Anonymous Call Trace
- Crisis Alert & E-911
- Call Accounting & Toll Call Analysis
- Traffic & Trunk Utilization Monitoring
- Voice R & D

DTI will provide the following Custom Features and Services at special rates/custom pricing, see [Cost Allocation](#) on the DTI Web Site:

(ICB = Individual Case Basis for pricing):

- Speech Access & Voice Recognition (ICB)
- Integrated Voice Response (ICB)
- Call Center Management & Supervision (ICB)
- Unified Messaging of Email & Voicemail
- GENIFAX Fax Service
- Remote Office/Teleworking (ICB) (EVS & SIP)
- Extension to Cellular/Remote Sites (ICB) (EVS & SIP)

DTI will provide the following technical services to support the Enterprise Voice Service network connectivity in a fully hosted environment:

- System documentation
- System back-ups
- Firmware & software upgrades

- Repair reporting and tracking
- Patches for operations and security
- Consultation/expert time
- System design services
- Multi-tier hosting environment
- Business continuity at core
- Redundancy of processor and power at core

Session Initial Protocol (SIP) – EVS Enhancements

- Free long distance calling within Delaware and interstate, excluding international calling
- Failover processors off-site

DTI will provide the following Custom Features and Services for SIP at special rates and on an individual case basis:

- Speech access & voice recognition
- Integrated voice response
- Call center management & supervision

Customer will identify to the DTI Service Desk the individuals who are named with special access privileges to Enterprise Voice Service (EVS).

Customer will responsible for the annual maintenance contract with licensed vendor all customer on-site hardware, software, and licenses.

Upgrades and or increases required to maintain current products and or services, specific to the Agency, are the responsibility of the customer. The monthly charges for Basic Subscription Service and any incremental costs for agency-specific products and or services are located at [Cost Allocation](#) on the DTI Web Site. Any questions regarding pricing should be directed to [Customer Engagement Specialist](#).

Service Level Objective

[EVS and SIP Response Services](#)

Description	Response Times
Emergency	Two (2) hours
Non-Emergency	Close of business the next business day

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 Engagement 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.

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2.6 [Video Services](#)

DTI facilitates video conferencing consulting services between agencies and school districts and the State approved video conferencing vendors. See [Audio, Video, and Web Conferencing Services & Equipment 06-450-RH](#) vendor contract.

List of services

1. Video Conference Consulting Services

The following services have been **REMOVED** from DTI's Service Offering as of July 2008. Please direct your questions and or concerns to your *[Customer Engagement Specialist](#).

* **Video System Services** (except for video conferencing) – provided sizing, configuration, and implementation support for video systems for State and K12 customers.

* **Live Video Services** – provided access to Internet-based web-casting and streaming video/audio.

* **Customized Video Services** – Offered customized video/audio services for video/audio production services, both real-time and recorded.

1. Video Conference Consulting Services

Service Description – Consulting services provides configuration, design, and product selection per the [Audio, Video, and Web Conferencing Services & Equipment 06-450-RH](#) vendor contract.

Features / Benefits / Costs – DTI will work closely with the customer to facilitate the best product selection and cost per the terms of [Audio, Video, and Web Conferencing Services & Equipment 06-450-RH](#) contract. Agencies and School districts deal directly with the selected vendor for any of their support needs.

How to request services – You should contact *[Your IRM](#) or *[Customer Engagement Specialist](#) for interest in this service.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI website. See *[Videoconferencing Support Documentation](#) on the DTI website for more information.

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3 APPLICATION AND DATABASE SERVICES

Application development and support services are provided for web, client/server, mainframe, and ERP applications. Database Management services are offered for customer databases that comply with State standards.

List of services

1. Payroll Human Resources Statewide Technology (PHRST) system
2. First State Financials (FSF) system

3.1 [Enterprise Resource Planning \(ERP\)](#)

DTI provides full technical support for the PeopleSoft ERP suite that currently includes the PHRST system and in the future the First State Financials (FSF) system. Functional support for the systems is provided by the owning organization. DTI offers broader ERP consulting services for customers considering such solutions.

- Centralization of resources
- Consolidation of infrastructure
- Systems integration
- Application of Best Practices in ERP software management

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1. PHRST

Service Description – [PHRST](#) is an integrated application of the Human Resource, Benefits, and Payroll functions for the State of Delaware and serves as an internal information resource for users of the PHRST system. PHRST falls under the Office of Management and Budget (OMB) and is under the direct purview of the Office of the Director. DTI provides and supports the technical infrastructure consisting of, Oracle, PeopleSoft Enterprise, Mobius Document Direct, and Pay Breeze.

Features / Benefits / Costs – PHRST provides centralization and consolidation of the IT infrastructure that supports payroll, human resources management, benefits, time and labor tracking, and on-demand reporting. Agencies, School Districts, Charter Schools, and Higher Education participate in the PHRST system. Each organization maintains functional staff in each of the areas of [HR](#), [Payroll](#), and [Benefits](#). A complex and comprehensive communication strategy is in place.

How to request services – Each organization must have a person assigned the role of [Coordinator](#) for PHRST. The duties of the PHRST Organization Coordinator are:

- First point of contact for the organization with regards to PHRST.
- Communicate with PHRST and relay necessary information to users within their organization.
- Distribute communications as requested by PHRST.
- Ensure that PHRST users are registered for and attend training as required.

The [Key End User Council](#) also represents the various organizations and ensures services are provided as required.

Organizations desiring ERP consulting services for ERP solutions should contact their [*Customer Engagement Specialist](#).

For production problems or questions call the PHRST Help Desk at 302-739-8066.

Applicable policy / standards – Additional information, including policy, procedures, manuals, etc. are located at [PHRST SPO](#). Also please give special attention to the [DTI Enterprise Standards and Policies](#).

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2. First State Financials (FSF) System

Service Description – [FSF](#) is an integrated application for the financial processes for the State of Delaware. The primary objective of the Financials Implementation Project is to replace aging systems while realizing maximum benefits from implementation of the PeopleSoft modules purchased by the state. The reengineering of processes will continue throughout the life of the project, and beyond, to implement best practices, where applicable, and to achieve continuous improvement goals based on strategic planning.

Most financial processes in the State will be changed by the implementation of PeopleSoft Modules for General Ledger, Accounts Payables, Asset Management, Account Receivables, Billing, eProcurement, Grants Management, Contracts, Purchasing, Cash Management, and Project Closing. Once implemented, the system should have a long life and serve as the basis for further enhancement of financial modules and the consolidation of ERP systems. A successful implementation will keep changes to the system minimal, thereby reducing risk and cost associated with upgrades and growth in a system that is highly modified. The Executive Sponsors for the FSF include the Office of Management and Budget, the Department of Finance, and the Department of Technology and Information. [FSF](#) falls under the Department of Finance and is under the direct purview of the Division of Accounting. DTI provides and supports the technical infrastructure consisting of PeopleSoft and Oracle.

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Features / Benefits / Costs – The [FSF](#) focus on reengineering will result in the opportunity to revisit and streamline existing business practices, decrease and avoid costs, reduce effort and complexity of implementation, minimize long-term support costs, and provide an upgrade path for future releases. The benefits of this project are:

- A single, integrated accounting and procurement system that provides for centralized shared financial and human resource information.
- A consolidated, single chart of accounts with real-time, standardized general ledger transactions.
- Conformance to generally accepted accounting principles (GAAP).
- A procurement system that supports centralized and decentralized purchasing requests and sourcing, with a single Vendor and Item Master.

Agencies, School Districts, Charter Schools, and Higher Education will participate in the FSF system. Each organization will maintain functional staff within their organization. A complex and comprehensive communication strategy will be leveraged.

How to request services – [FSF](#) is in the early phases of implementation. Each organization has identified [Coordinators](#) to ensure successful implementation within their organization. Organizations desiring ERP consulting services for ERP solutions should contact their *[Customer Engagement Specialist](#).

Applicable policy / standards – Please give special attention to the [DTI Enterprise Standards and Policies](#).

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3.2 Systems Development and Support

DTI offers full System Development Life Cycle (SDLC) services based on application of best practices, and delivers software solutions that are designed to meet the business requirements of State customers and comply with State standards. This applies to applications of any scope and approved DTI managed platform.

- Planning (Business Analysis, Requirements Gathering, and Analysis)
- Design thru Implementation (Logical and Physical Data design, Functional System Design and Technical Specification, Code, Test, and Implement)
- Release Management
- Ongoing maintenance, enhancement, and production support

List of services

1. Business Analysis and Requirements Gathering and Analysis
2. Design thru Implementation
3. Release Management
4. Ongoing maintenance, enhancement, and production support

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1. Business and Requirements Analysis

Service Description – Business and requirements analysis and requirements gathering services are available for all projects stemming from an approved business case. As part of the system design process, DTI is prepared to assist you with gathering, analyzing, and documenting business needs and detailed requirements for implementing an IT solution.

Features / Benefits / Costs – Business Analysts focus on identifying requirements in the context of helping you meet strategic goals through internal changes to policies, processes, and information systems. A thorough understanding of the business environment in which information systems are expected to perform and how the business and the system are to align is required for successful solutions to be implemented.

Requirements Analysts focus on all tasks that are undertaken to investigate, scope, and define a new or enhanced system. The analyst function is the most important part of the system design process because the resulting requirements are documented and provide the foundation for system designers to design a solution.

Costs are determined by the complexity and scope of the given effort. The current billing rates are found on the DTI web site under *[Cost Allocation](#).

DTI follows an internally defined Rough Order of Magnitude (ROM) estimating process. The majority (and possibly all) ROM Requests will come from the Technology Investment Management System (TIMS) application. The estimating process is used to provide a quantitative result based on assumptions that form the basis of the estimate. These estimates may be used for strategic decisions, long range planning, or simply to respond to the questions of “How big is the bread box?”

How to request services – Organizations desiring Business or Requirements Analysis or a ROM estimate, should contact their *[Customer Engagement Specialist](#).

Applicable policy / standards / forms –

ROM Process Document – your *[Customer Engagement Specialist](#) will have,

ROM Process Templates – your *[Customer Engagement Specialist](#) will have,

*[DTI - Technology Investment Management System](#),

[DTI Data Classification Policy](#), [DTI Data Classification Guideline](#)

Business Requirements Document – your *[Customer Engagement Specialist](#) will have,

Detailed Business Requirements Document – your *[Customer Engagement Specialist](#) will have,

*[Project Toolbox](#),

*[Secure Data Transport -- Data Encryption](#),

[DTI Statewide ePayment Standard](#), and *[Systems Environment](#)

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2. System Design thru Implementation

Service Description – DTI provides IT software solutions through defined Systems Development Life Cycle phases of design thru implementation for all projects stemming from an approved Business Case. Application software development and/or application implementation is provided by working independently or in conjunction with other State or external IT organizations. DTI will architect, build, assemble, and implement various software components needed to satisfy business requirements.

Features / Benefits / Costs – A goal of standardizing on Application Development Tools is to promote an environment that will support the move to e-Government and the tight integration of services to citizens. Application Development environments work within the State's IT infrastructure; use the English language and the ISO 8859-1 Western Character Coding set; provide version control; support source control; provide backup and restore, and check-in and check-out security for the programming environment; and are in "General Support" phase by the vendor who publishes the tool.

Derived Benefits:

- Ensure that the state's technology investments are developed, supported, and used in a secure and cost effective manner
- Ensure that opportunities for sharing and leveraging are exploited.
- Improve standardization and manageability
- Improve the probability of successful customer initiatives

Application Development tools are referenced in the [DTI Applications Development Tool Standard](#) document.

Costs are determined by the complexity and scope of the given effort. The current billing rates are found on the DTI web site under [*Cost Allocation](#).

How to request services – Organizations desiring System Design through Implementation services are to contact their [*Customer Engagement Specialist](#).

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

Other documents:

*[Panapt Documentation](#) (DOC)

*[Project Toolbox](#) - SDLC documents developed by Applications Delivery Team

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3. Release Management

Service Description – Release Management is the discipline within software engineering of managing software releases. As software systems, software development processes, and resources become more distributed, they invariably become more specialized. Furthermore, software products (especially web applications) are typically in an ongoing cycle of development, testing, and release. Add to this an evolution in the platforms on which these systems run, and you've got a lot of moving pieces that must fit together to guarantee the success and long term value of a product or project. The need exists for a resource to oversee the development, testing, deployment, and support of these systems. This resource must have a general knowledge of every aspect of the software development lifecycle, various operating systems and software application platforms, and an understanding of different business functions and perspectives. Release Management addresses this need.

In addition to providing end-to-end management services for software developed by DTI, DTI provides Release Management Services (RMS) for applications that are not developed by DTI but that require controlled testing before being released to the production environment. DTI can assist Agencies with Third Party Software in the development of release policies and planning; fit and release testing; roll-out planning; communication and training; and distribution and installation of software releases.

Features / Benefits / Costs –

- Bundled requests into releases sized appropriately and in accordance with a pre-determined frequency schedule
- Improved standardization and manageability
- Improved probability of successful customer initiatives

Costs are determined by the complexity and scope of the given effort. The current billing rates are found on the DTI web site under [*Cost Allocation](#).

How to request services – DTI provides Release Management Services for those Production Systems that have this service defined in the Agency Service Level Agreement. Project Managers for a given project and the appropriate CES will work with the Information Resource Manager and Application Owner to develop a Service Level Agreement between DTI and the Owning Agency.

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

Change Control Procedures, Change Control Templates, Escalation Procedures, Release Management Process, and Release Management Templates – your

*[Customer Engagement Specialist](#) will be able to point you to these documents.

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4. Ongoing maintenance, enhancement, and production support

Service Description – DTI provides ongoing maintenance, enhancement, and production support for systems in which DTI has had an active role in the development and that meet DTI standards and infrastructure requirements. There are four types of services: Enhancements, Ad hoc requests, Maintenance, and Break-fixes.

Features / Benefits / Costs –

- Enhancements - Permanent additions and or changes which increase functionality, improve usability, etc.
- *Ad hoc* requests - Requests that address exceptions and are often of a “one-time” basis, e.g., a one-time report, training for new customers, customer requested meetings.
- Maintenance - Services provided to ensure the effective and efficient operation and well-being of the application system, e.g., periodic data purging, regression testing due to operating system upgrades, backup and or recovery support, periodic data updates and or refreshes from external sources.
- Break-fixes - Troubleshooting and resolution of processing and/or data related problems, which produce erroneous results.

Costs are determined by the complexity and scope of the given effort. The current billing rates are found on the DTI web site under *[Cost Allocation](#).

How to request services –

Project Managers for a given project and the appropriate CES will work with the Information Resource Manager and Application Owner to develop a Service Level Agreement between DTI and the Owning Agency. Ongoing maintenance, enhancements, and production support is provided to agencies with an approved SLA on file at DTI.

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

*[Project Toolbox](#)

Change Control Procedures, Change Control Templates, and Escalation Procedures Your *[Customer Engagement Specialist](#) will be able to point you to these documents.

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3.3 [Database Management](#)

DTI offers database design and development services for Database Management Systems (DBMS) that are compliant with State standards. This includes mainframe-based DBMS (Adabas, DB2) and client/server-based DBMS (Oracle, MS SQL Server, etc.). In general, these services are offered for systems that are DTI-hosted, although consideration will be given to limited support services for other systems.

- Object-oriented database design and development
- Traditional relational database development
- Distributed databases

List of services

1. Adabas services
2. DB2 services
3. Oracle services
4. MS SQL Server services
5. Data modeling

1. Adabas Services

Service Description – Adabas is a DBMS available on the William Penn mainframe only. The license and support is under DTI control. DTI has skilled database administrator's that provide the technical consulting and support for customer requirements.

Features / Benefits / Costs – Adabas is a very mature non-relational DBMS used for many of the legacy applications developed on the William Penn mainframe. It is a very stable product and has limited query capabilities from outside the mainframe, although several applications make extensive use of the EntireX Broker feature to develop collaborative systems. The cost of the software itself is borne by DTI, but is part of the cost pool recovered through mainframe chargeback (see [*Cost Allocation](#)).

How to request services – For existing database support, contact the [*Systems Engineering](#) mainframe manager. In most cases, a significant level of detailed information is required. For new databases or application integration, see your [*Customer Engagement Specialist](#). The [Adabas Request Form](#) will be required.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) and [DTI Forms](#) on the DTI website. Special attention should be given to [DTI Database Management System Standard](#).

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2. DB2 Services

Service Description – DB2 is a DBMS from IBM available on the Biggs mainframe only. The license and support is under DTI control. DTI has skilled DBA's that provide the technical consulting and support for customer requirements.

Features / Benefits / Costs – DB2 is a very mature relational DBMS used primarily for many of the legacy applications developed on the Biggs mainframe. It is a very stable product and has robust query capabilities from outside the mainframe, and several applications make extensive use of other software products to develop collaborative systems. The cost of the software itself is borne by DTI, but is part of the cost pool recovered through mainframe chargeback (see *[Cost Allocation](#)).

How to request services – For existing database support, contact the *[Systems Engineering](#) Client Server manager. In most cases, a significant level of detailed information is required.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

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3. Oracle Services

Service Description – Oracle is a DBMS from Oracle Corp. DTI has skilled DBA's that provide the technical consulting and support for customer requirements. DTI is the sole provider of this service for all DTI-managed applications and platforms. For other applications and/or platforms, DTI will consider providing Oracle services on a case-by-case basis.

Features / Benefits / Costs – Oracle is a widely-used relational DBMS used for client/server systems throughout the State. It is a stable product and has robust query capabilities from any platform. It can be used for small to extremely large enterprise applications. The cost of the software itself is generally borne by the customer and will vary based on the license type and contract terms.

How to request services – For existing Oracle support contracts, contact the *[Systems Engineering](#) Client Server manager. For new databases or application integration, see your *[Customer Engagement Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

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4. MS SQL Server Services

Service Description – SQL Server is a DBMS from Microsoft. DTI has skilled DBAs that provide the technical consulting and support for customer requirements. DTI is the sole provider of this service for all DTI-managed applications and platforms. For other applications and or platforms, DTI will consider providing SQL Server services on a case-by-case basis.

Features / Benefits / Costs – SQL Server is a widely-used relational DBMS used for client/server systems throughout the State. It is a stable product and has robust query capabilities from any platform. It can be used for small to large enterprise applications. The cost of the software itself is generally borne by the customer and will vary based on the license type and contract terms.

How to request services – For existing SQL Server support contracts, contact the *[Systems Engineering](#) Client Server manager at (302)739-9818. For new databases or application integration, see your *[Customer Engagement Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

5. Data Modeling

Service Description – DTI has skilled technicians and special tools and techniques to provide data modeling services for most databases in use in the state. Data modeling is usually a part of the early phases of a project, possibly as early as during definition of requirements.

Features / Benefits / Costs – The data modeling tools can be used on most databases in the state to gather information about existing data structures. The captured information can be added to the existing knowledge base to continuously increase the ability for DTI and its customers to have a broader vision of data structures across the State. Such information can be very valuable during project definition and systems design.

How to request services – Please consult your *[Customer Engagement Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to [DTI Database Management System Standard](#).

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4 STATEWIDE TECHNOLOGY LEADERSHIP

DTI provides broad technology leadership for the State in a collaborative manner, working with technology staff from other organizations, for the best interest of the State as a whole.

4.1 Contract and Vendor Relationship Management

DTI, in conjunction with OMB Government Support Services, establishes contracts for selected information technology services (e.g., network services, technical staffing, and PC hardware) across the State and manages the overall vendor relationship to ensure appropriate levels of vendor support.

List of services

1. Contract Management
2. Vendor Management

1. Contract Management

Service Description – DTI identifies opportunities for state-wide contracts for technology products/services that could result in better costs, quality, or control for the State. Working with other State organizations, notably OMB, DTI pursues these opportunities through the contractual life-cycle (RFP, vendor selection, pre-bid meetings, etc) and on-going contract management. Examples of existing state-wide contracts include:

- Technical Staffing
- PC Hardware
- Network Services
- Oracle and Microsoft

Features / Benefits / Costs – The features of each contract are documented therein. In general, the result is better costs, quality, or control for the State. It can also reduce the time and effort required by a customer to execute RFPs or other procurement processes.

How to request services – Each statewide contract has its own method for requesting services. Contracts are listed on the [Awarded Contracts Directory](#).

Customers may recommend opportunities for additional statewide contracts through [*Your IRM](#) or your [*Customer Engagement Specialist](#). Refer to [Delaware's Procurement Portal](#) for more information.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Check the Office of Management and Budget for applicable purchasing guidelines.

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2. Vendor Management

Service Description – DTI engages the prominent technology vendors in order to leverage the overall state-wide relationship. In some cases, state-wide contracts will be executed as noted in Contract Management above. Vendor Management includes encouraging vendors to offer training, value-added support, or other benefits of such “partnering” relationships. Another aspect is the opportunity to leverage this relationship to escalate issue resolutions, both technical and non-technical.

Features / Benefits / Costs – Effective management of key vendor relationships adds value to the basic investments made by customers, and usually results in cost savings as well.

How to request services – Speak with your *[Customer Engagement Specialist](#) about existing vendor relationships or any suggestions for new ones.

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

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4.2 [Technology Investment Oversight](#)

DTI advises the Office of Management and Budget and the Technology Investment Council on the suitability of technology investments regardless of funding source. This requires that the essential information about proposed investments be recorded and reviewed by DTI's internal Technology Investment Council (iTIC), with subsequent recommendations to the appropriate parties.

List of services

1. Estimating Services
2. Business Case services

1. Estimating Services

Service Description – DTI provides a Rough Order of Magnitude (ROM) estimating process for projects that require active involvement of DTI in some or all parts of the project life cycle. The ROM estimate is based upon the customer's high level business requirements. In most cases, the ROM estimate becomes part of the customer's Business Case submission. Customers are encouraged to request a ROM estimate early in the conceptualization of a project.

Features / Benefits / Costs – DTI will complete ROM estimates in a timely manner, usually 1 to 2 weeks. The estimates will be in the form of a range of costs based on several factors.

How to request services – Contact [*Your IRM](#) or your [*Customer Engagement Specialist](#) to initiate a ROM Request.

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

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2. Business Case Services

Service Description – DTI provides Business Case Services for two purposes. First, the process enables DTI to fulfill its obligation for oversight of technology investments. Second, it is intended to help customers address all pertinent aspects of a project in advance in order to maximize the likelihood of the project's success.

DTI has developed an online application called TIMS (Technology Investment Management System) to capture the project information, automate the workflow process, enable collaboration during the review, and retain historical information about each project. For more information, look for TIMS at the *[iTIC](#) on the DTI web site.

Features / Benefits / Costs – On a statewide level, centralized oversight of proposed technology investments is intended to aid the governor and the legislature in making the best investment decisions for the state. At the project level, applying industry best practices to the documentation and review process ensures that adequate forethought and planning take place prior to project initiation. Additional information about the BCS process and the iTIC are available at:

*[Tools](#)

*[iTIC](#)

How to request services – You should contact *[Your IRM](#) or your *[Customer Engagement Specialist](#) regarding all Business Case Services. It is necessary to make this contact very early in the project conceptualization.

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

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Service Level Objectives**Business Case Requests**

SERVICE DEFINITION	The Business Case (BC) process provides a means of consistent communication about IT investments between the state organization, DTI, and Budget Office. Utilizing DTI's Technology Investment Management System (TIMS), the organization creates a BC with pertinent information about the investment, DTI reviews the BC via the iTIC Committee for feasibility, risk, and suitability along with overall compliance with stated and de-facto technical standards and guidelines, and the Budget Office utilizes the iTIC recommendations at various points in the funding process. DTI's timely handling of a customer-submitted BC is an important part of the overall partnership; therefore, tracking the turnaround time on BC's is a valuable metric not just to the customer, but to DTI as well.		
SERVICE COMMITMENT	DTI will complete 95% of Business Case (BC) Requests within the allotted timeframe.		
EXCEPTION	The submitter is responsible for the accuracy and completeness of the BC. DTI's Customer Engagement Specialist (CES) is available to counsel the submitter throughout the BC process. DTI's service commitment is for accurate and complete BC's only. If a BC is returned to the submitter for corrections, it will not be part of the metrics.		
Business Case Requests With ROMs and Without	Performance Target	Notification Updates	Minimum Performance Metric
Business Cases WITH a Rough Order of Magnitude (ROM)	5 Weeks from submit date	Received through the Business Case Application when applicable	90%
Business Cases WITHOUT a Rough Order of Magnitude (ROM)	3 Weeks from submit date	Received through the Business Case Application when applicable	90%

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4.3 [Technology Policy and Standards](#)

DTI establishes statewide policies and standards that are mandatory for new State initiatives and technology solutions through its Technology and Architecture Standards Committee (TASC). These policies and standards can be found on the DTI website at [Enterprise Standards and Policies](#).

List of services

1. Enterprise Policy and Standards Management

1. Enterprise Policy and Standards management

Service Description – DTI develops and maintains technology-related policy and standards applicable across the entire State and extended to any organization considered part of the State’s network. The *[TASC](#) applies a formal process to the development and maintenance of the enterprise policies and standards. The *[TASC](#) works closely with the IRM Council’s Policy and Standards Subcommittee for prioritization of new standards development, provides resources for collaborative drafting of standards, and reviews all policies and standards prior to adoption.

DTI will consider exceptions to the applicability of individual policies and standards on a case-by-case basis. Customers seeking an exception must submit a Waiver Request documenting the details.

Features / Benefits / Costs – Comprehensive technology policy and standards are a fundamental building block of sound technology investment. Viewed from a specific project, policy and standards may appear to be an obstacle. However, from an enterprise perspective, the consistency and compatibility gained are of great value and, in the long run, are an enabler of technology deployment rather than an obstacle.

How to request services – To view the Enterprise Policies and Standards, see [DTI Enterprise Standards and Policies](#) on the DTI web site. Recommendations for new policy or standard or changes to an existing one, should be presented to the IRM Policy and Standards Subcommittee, so you should contact your organization’s IRM. For a Waiver Request, *[Your IRM](#) or your *[Customer Engagement Specialist](#).

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

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4.4 [IT Strategic Planning and Enterprise Architecture](#)

DTI provides overall leadership for IT Strategic Planning and Enterprise Architecture planning and analysis. The Delaware Enterprise Architecture Lifecycle (DEAL) team offers consulting services for architectural and design work.

List of services

1. Strategic Planning
2. Enterprise Architecture

1. Strategic Planning

Service Description – DTI provides overall guidance for the state-wide IT Strategic Planning process. In doing so, DTI works closely with the Office of Management and Budget and the IRM Council's Strategic Planning Subcommittee. The objective is to establish a comprehensive IT plan at the enterprise (state) level, then each organization will draft its own IT strategic plan based upon the enterprise plan. At present, the process is still evolving.

Features / Benefits / Costs – A comprehensive statewide IT Strategic Plan will guide long-term investment decisions at the State level, and is the foundation for the development of tactical plans that guide the near-term decisions about prioritization and resource allocation.

How to request services – To learn more about statewide IT Strategic Planning, contact *[Your IRM](#) or your *[Customer Engagement Specialist](#).

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

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2. Enterprise Architecture

Service Description – DTI provides *[Enterprise Architecture](#) (EA) services and consulting for the State. This involves gathering information about existing technology and its underlying architecture from across the State. It also involves establishing statewide (enterprise) architecture guidelines that will provide direction for the State as a whole, and each organization individually, regarding technology investments.

Features / Benefits / Costs – A comprehensive and cohesive EA program, when followed, will yield long-term benefits through increased collaboration, leveraging of common investments, and greater adaptability to new technologies.

How to request services – To learn more about statewide *[Enterprise Architecture](#), contact *[Your IRM](#) or your *[Customer Engagement Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on DTI web site. Special attention should be given to [DTI Systems Architecture Standard](#) and other Security Policies and Standards.

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5 CYBERSECURITY AND BUSINESS CONTINUITY

DTI provides leadership and consulting with regard to CyberSecurity, Business Continuity, and Disaster Preparedness considerations across the State.

5.1 [CyberSecurity](#)

DTI provides overall state-wide leadership for CyberSecurity including the State Information Security Officer community. Services include raising awareness, enterprise security guidance, directing technology policy initiatives, conducting training sessions, and simulation exercises.

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 Engagement 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 Engagement 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 Engagement 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 Engagement 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 Engagement 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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5.2 [Business Continuity and Disaster Preparedness](#)

DTI provides overall state-wide leadership for Business Continuity and Disaster Preparedness. Services include consulting with customers on assessments, plan development, and testing. DTI manages relationships with vendors providing recovery services and maintains the State's master recovery plan.

List of services

1. Assessment, Planning, and Testing Consultation
2. Vendor Management
3. State Master Plan Administration
4. Business Continuity *([Continuity of Operation \(COOP\)](#)) and Disaster Recovery Exercises

1. Assessment, Planning, and Testing Consultation

Service Description – DTI works with state organizations to develop a comprehensive business assessment of the tolerances for business service disruption, and incorporate these assessments into the state's overall master plan. This consultation will both educate and prepare the organization's business areas for the circumstances which can occur within their own processes if an outage should occur. The assessment will be based upon industry best practices. The Disaster Recovery/Business Continuity Office can also work with the organization to develop plans for mitigating any critical areas of concern, as well as, planning for the continuity of the business in the face of reasonable technology risks.

Features / Benefits / Costs – Attention to readiness of an organization's business areas will help establish priorities for technology and process investment. The process of assessing the impact of technical outages will create a list of decisions and plans to be addressed. It also provides a valuable education in the dependencies of the business.

How to request services – Contact your *[Customer Engagement Specialist](#) to initiate a consulting engagement with the Disaster Recovery/Business Continuity Office.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to the [DTI Systems Architecture Standard](#).

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2. Vendor Management

Service Description – DTI establishes vendor relationships to support the state's overall master plan for business continuity. DTI holds the master services agreement for business continuity, disaster recovery, and hot site arrangements. These vendor relationships enable the organization's planning and mitigation efforts by utilizing vendors familiar with the State's programs and technical requirements.

Features / Benefits / Costs – Recovery from business disruption usually requires prompt and whole-hearted cooperation from key vendors to the state. Strong centralized management of vendor relationships will better ensure the support needed for both testing and execution.

How to request services – Contact your *[Customer Engagement Specialist](#) to learn about vendor arrangements in place for Business Continuity.

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

3. State Master Plan Administration

Service Description – DTI administers the overall state business continuity and disaster recovery plan and prepares for the readiness of implementing those plans.

Features / Benefits / Costs – The State Master Plan provides a standard format, common storage, and a structured implementation plan. It also includes a robust notification tool for all participating state organizations.

How to request services – Contact your *[Customer Engagement Specialist](#) to learn more about the State Master Plan.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to the [DTI Systems Architecture Standard](#).

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4. Business Continuity (Continuity of Operation (COOP)) and Disaster Recovery Exercises

Service Description – DTI conducts business continuity *([Continuity of Operation \(COOP\)](#)) and disaster recovery exercises to test the State’s ability to recover from a core service outage. The Disaster Recovery/Business Continuity Office 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 Engagement Specialist](#) is you would like to participate in a future exercise.

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

Service Level Objective

Living Disaster Recover Planning System (LDRPS) Service Request

SERVICE DEFINITION	DTI is committed to processing customer service requests in a timely manner. This metric will reflect DTI’s timeliness in completing them. We will measure the completion of new requests for LDRPS (DR application) access in their entirety (from initial input to closure).		
SERVICE COMMITMENT	DTI will complete 90% of service requests within the allotted timeframe for the LDRPS Service request category. Please Note: LDRPS requires 120 business hours due to security clearance which entails finger printing and background checks through the Delaware State Police.		
EXCEPTION	none		
Service Type	Service Measure	Performance Target	Minimum Performance Metric
LDRPS Access Request	Approved Request	Mon-Fri, 08:00-16:30; within 120 business hours	90%

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6 PROGRAM MANAGEMENT SERVICES

Program Management includes services associated with the management of projects and associated organizational change, and the oversight of major technology projects under design, development, and implementation. The definition of a major project is a project that crosses organizational boundaries or significantly changes the way business is conducted in an organization.

6.1 [Project Management](#)

DTI project management services ensure that the appropriate policies, procedures, and resources are sufficient for successful system implementation and post-implementation support. Consideration is given to team structures, executive sponsorship, funding, and project management best practices.

List of services

1. Project/Program Management services
2. Auxiliary PMO Services

1. Project/Program Management Services

Service Description – DTI provides [Project Management](#) and Organizational [Change Management](#) services based upon PMI's (Project Management Institute) project management methodology (Project Management Book of Knowledge) and the PMI's Standard for Program Management. The primary services include:

- Assignment of a Project or Program Manager
- Assignment of a Change Management Specialist
- Application of DTI Project and Change Management processes and templates

Responsible for all Five phases (Initiation, Planning, Execution, Control, and Closing) of the project to ensure that project deliverables meet the project objectives.

Features / Benefits / Costs – These services will help to ensure the adoption of [Project Management](#) and Organizational [Change Management](#) best practices and improve the probability of Project/Program success.

How to request services – For new IT projects, *[Your IRM](#) or your *[Customer Engagement Specialist](#). In most cases, a Business Case will need to be submitted.

Applicable policy / standards – The Project and Change management process documents and templates are available at *[Toolbox](#). Also see the [DTI Enterprise Standards and Policies](#) on the DTI website.

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2. PMO Auxiliary Services

Service Description – DTI provides services to mentor, train, and guide the organization's project, change, and program management personnel as they learn and then adopt project and program management best practices in their projects in line with the PMBOK[®], the Standard for Program Management, and DTI's Organizational Change Management methodology. This includes training as well as measurement of key metrics to determine progress towards a Return on Investment.

Features / Benefits / Costs – These services will help organizations to learn and apply best business practices of [Project Management](#) and Organizational [Change Management](#), and may reduce the risks and increase the probability of project success.

How to request services – For new IT projects, *[Your IRM](#) or your *[Customer Engagement Specialist](#). For approved projects, see the assigned Project Manager.

Applicable policy / standards – The Project and change management process documents and templates are available at [Toolbox](#). Also see the [DTI Enterprise Standards and Policies](#) on the DTI website.

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6.2 [Change Management](#)

DTI change management services provide organizational readiness consultation. The outcome is to minimize the cultural impact of major project implementations and or business process reengineering on the user community. As part of the overall change management initiative, services may include Myers-Briggs Type Indicator and Emotional Intelligence education/testing, change management education, and consulting.

List of services

- 1 Organizational Change Management Services

1. Organizational Change Management (OCM) Services

Service Description – DTI provides organizational [Change Management](#) services as part of overall services for projects managed by DTI's PMO. In addition, for new IT projects that are not managed by DTI PMO, or for projects where current business processes are being reengineered or optimized in preparation for new technology, DTI provides the following services:

- Change & organization assessment
- Communication planning
- Resistance planning
- Change Management education
- Readiness preparation
- Tracking and reporting
- Transition

Features / Benefits / Costs – The completion of organizational change management and readiness plans are critical to the success of information technology projects. You must manage the 'people side' of the project to ensure proper preparation of the end user. Best Practices in [Change Management](#) help to increase the project success by improving customer acceptance.

How to request services – For ongoing IT projects, contact your DTI Change Management Specialist. For new projects, or assistance with acquiring change management resources, contact your *[Customer Engagement Specialist](#).

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

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6.3 [Major Project Oversight](#)

For selected major projects (i.e., cross organizational boundaries or introduce significant business process change), DTI provides oversight services to assess progress, identify issues, and report to key stakeholders, including the Technology Investment Council.

List of services

1 Project/Program Oversight Services

1. Project/Program Oversight Services

Service Description – DTI offers the following services as requested or directed in support of Project/Program Oversight Services.

- Monitoring project health for reporting purposes
- Determination of high-risk areas (risk management planning, assessment, and resolution classification) of the project considering [Major Projects](#) areas (change, technology, communications, cost, quality, scope, resources, time, procurement, post-implementation support)
- Focused involvement in one or more high-risk areas, ranging from consulting to process document production and active involvement and decision-making.
- Report risks and recommendations to project sponsors and as requested by sponsor, provide comprehensive project/program audit/review

Features / Benefits / Costs – These services will help to ensure the adoption of Project management and Organizational Change management best practices and improve the probability of Project /Program success. Oversight will help Project sponsors to make timely project decisions including termination thereby protect State's investments.

How to request services – For existing IT projects, contact your DTI Project Management Specialist. For new IT projects, see your organization's IRM or your [*Customer Engagement Specialist](#).

Applicable policy / standards – The Project and Change management process documents and templates are available at [*Toolbox](#). Also see the [DTI Enterprise Standards and Policies](#) on the DTI website.

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