

State of Delaware

Department of Technology & Information



**CATALOG OF PRODUCTS
AND SERVICES**

2017

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WELCOME

Welcome to the Department of Technology and Information (DTI) Catalog of Products and Services. DTI is the State's central IT organization chartered to deliver core services to other state organizations and exercise governance over the technology direction and investments of the state. DTI is primarily an internal service organization, with only a few of its services directly touching the citizens or customers of the state. DTI provides enterprise services that enable other organizations to effectively fulfill their missions.

DTI's "Customers" are all state organizations including the Legislative, Executive and Judicial branches, public schools and the various agencies and quasi-agencies that serve the citizens of Delaware. DTI is committed to delivering high quality and cost-effective services that meet or exceed the Customer's requirements. Balancing these objectives requires a strong bond between DTI and the Customer and a mutual commitment to success.

In addition to recruiting and retaining highly skilled professionals, DTI acknowledges and values the diversity of our employees. DTI recognizes that fostering a diverse workforce provides remarkable benefits in terms of innovative thinking, increased collection of skills and experiences, greater teamwork and higher morale. We take pride in our achievements and recognize our differences are valuable.

CATALOG STRUCTURE

PRODUCTS AND SERVICES

DTI's products and services are defined as those items that can be requested or purchased by a Customer with or without monetary compensation and regardless of funding source. Each product or service may include information about features included or not included in the description; the responsibilities of DTI and the Customer regarding the particular product or service; how the product or service can be ordered or how it is provisioned; applicable rates and billing information; applicable policies and standards; and information on general service level measures or metrics associated with the product or service (where applicable). Additional information in any of the aforementioned categories may be included in specific *Service Level Agreements* between DTI and a particular Customer.

PRODUCT FEATURES

Each product/service includes a general description and then lists out product features that are and are not included as part of the service offering. This allows DTI and Customers to level set expectations. *No assumptions should be made about any feature or capability omitted.*



DTI Catalog of Products and Services

RESPONSIBILITIES

Each product/service outlines the responsibility of each party related to the particular product/service. This allows DTI and Customers to level set expectations. *No assumptions should be made about any responsibilities omitted.*

ORDERING AND PROVISIONING

Each product or service outlines information for the Customer to understand how to order the product or service or how the service is provisioned.

RATES AND BILLING

Each product/service outlines the applicable rates and billing information. This information includes information on those products or services that DTI provides at no additional cost to the Customer or a particular segment of Customers (for example, K12 or Executive Branch agencies).

OVERVIEW OF DTI CHARGEBACK METHODOLOGY

The Department of Technology and Information (DTI) is very interested in understanding the business requirements and fulfilling the information technology (IT) needs of each department within the state. While DTI does receive general fund appropriations each fiscal year to support state agencies, only the State's Chief Information Officer (CIO) and his appointees have the authority to allocate DTI resources. In an effort to define the level of service agencies can expect DTI to provide, service level agreements (SLA's) are often entered into. These SLAs are designed to guide DTI in the application of its resources and provide a baseline for agency expectations. DTI shares the same resource constraints felt by most departments, therefore resources cannot be provided on an on-demand basis.

If a department has IT requirements that exceed their SLA, these requests should be discussed with the DTI Customer Engagement Specialist (CES) or Manager (CEM) assigned to that department. DTI will then attempt to meet the requests either through current appropriations, re-prioritizing of current projects or through the budget process. If these alternatives are not possible it will be the requesting department's responsibility to fund the effort via a reimbursable contract outside the SLA agreement.

WHY DOES DTI CHARGEBACK ITS COSTS?

From the State Budget and Accounting Manual: Mandatory Cost Recoveries (Section IX C)

Central service agencies that provide support to multiple agencies, such as the State Auditor and the Human Resource Management Office, are required to document the value of the services they provide.



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This allocation of costs, referred to as a central service allocation, is published each year in the statewide cost allocation plan or SWCAP report.

The Department of Technology and Information, which is also a central service agency, is also required by law to demonstrate its recovery rates reflect the true costs of providing services. These rates must include the total cost of the services, including direct and indirect costs, without subsidizing as a means to encourage or discourage the use of specific services.

Typically, central service agencies do not recover the value of the services they provide. However, when the services are provided to projects identifiable with state special funds or federal funds these costs must be recovered without exception. This recovery is in the best interest of the State. For example, if a federal program allows the State to recover costs associated with meeting federal requirements, it is to the State's advantage to accept these federal dollars.

APPLICABLE POLICY(IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

Information on applicable policies, standards, guides and/or forms related to a product or service is indicated. Customers are advised to become familiar with State IT Policy and Standards as they are frequently reviewed and updated. Policy and Standards are available by clicking on the link below. Agencies are responsible for reviewing the most current information on the DTI website. You will also find other documentation in this section that facilitates the ordering and/or delivery of the product or service, using the product or service, or obtaining support once the product or service has been delivered.

[State of Delaware Enterprise Standards and Policies](#)

SERVICE METRICS

DTI uses Service Level metrics to measure attainment of key service goals. These metrics are captured and reported at the enterprise level. DTI will publish Service Level Reports monthly on the DTI Extranet website. To access existing measures and metrics please go to the DTI extranet link provided below. In addition to enterprise metrics, various agencies are receiving monthly and or bi-monthly metric reporting. Click on the link below for DTI Service Metrics.

[DTI Service Metrics](#)



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GOVERNANCE AND OPERATIONAL OVERVIEW

For information about DTI governance and operational strategies, please see the Governance & Operational Overview, at the link shown below. Governance and operations is what DTI does in addition to the delivery of specific products or services.

[Governance & Operational Overview](#)

ADDITIONS? CORRECTIONS? SUGGESTIONS?

Send additions, corrections or suggestions to the attention of the [DTI_OCM_Team](#).

ALPHABETICAL LISTING OF PRODUCTS AND SERVICES

Note: This catalog of products and services is sorted alphabetically. To find a specific product or service, please use the scroll bar or search function to find the applicable information for the product or service you are interested in.

ADVANCED FUNCTION PRINTING (AFP)

Advanced function presentation (AFP) is an architecture-based system hardware and software for creating, formatting, viewing, retrieving, printing and distributing information on numerous printers and display devices. AFP composes an entire page before printing it, and the page elements in AFP such as text, bar codes, page segments, images and overlays can be specified in any order and at any position on the page. AFP operates independent of other applications and devices.

AFP is a published standard in the print industry that is used for printing data at very high speeds with complete integrity. It also incorporates various other industry formats such as EPS, PDF, TIFF, GIF, JPEG, XML, XSL, PostScript, PCL and PPML. As such, this standard is able to cover the entire range of text, image text, image, graphics, process color, highlight color and monochrome printing. It is also able to print on a standard printing device and deliver the contents using email, HTML, fax or screen.

AFP is considered to be the base of electronic document management applications, including enterprise report management (ERM), print and view, and archive and retrieval.

FEATURES INCLUDED

Create, format and modify forms in AFP formatting. See Responsibilities section.

FEATURES NOT INCLUDED

Output Production Services	See Output Production Services for printing, stuffing, mailing services.
DocumentDirect Report Management	Any state Agency that uses the View Direct repository for report Viewing.
Access to DHSS Reports	Delaware Health and Social Services (DHSS) Reports.
Access to Enterprise Resource Planning (ERP) Reporting	PHRST PeopleSoft Reports uses DocumentDirect for the Internet.
	FSF PeopleSoft Reports uses Documents Direct for the Internet. See

DTI RESPONSIBILITIES

AFP Forms Setup	Create AFP document, page segment and overlays from any Windows application that supports printing. DTI will provide a soft copy of the new form once it is created, along with test data provided by the customer. Forms are created on the mainframe
Page Segment	Page segments are objects containing composed text and image (including signatures), prepared before formatting and included during printing.
Overlay	Overlays are a collection of predefined data (such as lines, shading, text, boxes, or logos) that can be merged with variable data on a sheet while printing is being performed.
Set up form definitions	A form definition is an AFP resource object that defines the characteristics of the form including: <ul style="list-style-type: none"> •Overlays •Position of page data on the form

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	<ul style="list-style-type: none"> •Rotation •Duplexing •Input drawer •Form feed type •Print quality •Number of copies of each page and the modifications that apply to each set of copies
AFP Forms management	Make required changes to forms as requested by the agency.
AGENCY RESPONSIBILITIES	
Advanced Function Printing (Publishing)	The customer must provide a sample of the form to be created in a Word Document or PDF along with a test file with data. Once form is created, the agency will approve form to be moved into production.
ORDERING & PROVISIONING	
To request services to create or modify existing forms contact the DTI Service Desk .	
For production issues contact the DTI Service Desk .	
For additional information on AFP services please send an email to DocumentDirect Administrators .	
RATES & BILLING	
Advanced Function Printing (Publishing)	No cost for this service
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
Enterprise Policies and Standards	
Acceptable Use Policy	
State of Delaware Information Security Policy (DISP)	
Last Update: 1/28/2016	
Send additions, corrections or suggestions to the attention of the DTI OCM Team .	



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BUILDING ACCESS /SECURITY CARDS

Pursuant to authority granted by SB 190, Section 29, the Office of Management and Budget (OMB), the Department of Technology and Information (DTI) and the Department of Safety and Homeland Security (DSHS) have selected HID Global as the sole approved vendor of Radio Frequency Identification (RFID) “Proximity” cards for all new security access systems and Pro-Watch software as the sole approved security management software for all new security access systems.

FEATURES INCLUDED

Hardware	HID Global shall be the sole provider of RFID “Proximity” cards for all new security access systems.
Software	Pro-Watch shall be the sole approved security management software for all new security access systems.

FEATURES NOT INCLUDED

Hosting	Hosting costs are separate.
Existing Systems	Existing building access security systems may remain operational as currently configured until they are retired, replaced or upgraded.

DTI RESPONSIBILITIES

Review requests	As part of the Building Access Review Committee DTI will review requests to ensure adherence to statewide policies and standards. The Statewide Building Access Security Committee will review and follow up with any questions and/or their decision within 5 business days.
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AGENCY RESPONSIBILITIES

Obtain approval of OMB, DTI and DSHS prior to the purchase of new security systems and prior to upgrading existing systems.	Solicit quotes from any/all of the approved vendors. The bid must be in alignment with the Building Access Security standard
	Complete the Building Access Security Request Form from DTI’s extranet site
	DTI strongly recommends that staff requiring access to non-public areas clear a criminal background check (CBC). For additional information please visit Delaware State Police State Bureau of Identification (SBI) .
	Send request form and the quote from the selected vendor to the Statewide Building Access Committee.

ORDERING & PROVISIONING

- Agency is to solicit quotes from any/all of the approved vendors - [Building Access Security Services](#)
- The bid must be in alignment with the [Building Access Security Standard](#)
- Complete the Building [Access Security Request Form](#)



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- Send request form and the quote from the selected vendor to statewide_building_access_committee@state.de.us.
- The Statewide Building Access Security Committee will review and follow up with any questions and/or their decision within 5 business days.
- E-mail questions, comments, to the statewide_building_access_committee@state.de.us
- For hosting information contact the agency [Information Resource Manager](#) and/or the [DTI Customer Engagement Specialist](#) to determine if a business case and/or contract is required.

RATES & BILLING

All costs are related to vendor costs and/or hosting costs and are dependent upon project scope and contact terms.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

State of Delaware Information Security Policy (DISP)
Building Access Security Standard
Authorized Pro Watch Vendors
Building Access Security Request

[Building Access Security Request](#)

Step by Step Checklist
Building Access Security Request Form
Building Access Security Authorization Memo

Last Update: 12/17/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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CLIENT-SERVER HOSTING – CO-LOCATED (PHYSICAL)

While DTI strongly encourages the virtual server environment for co-located servers it is understood that unique requirements may dictate the need for physically locating servers within a data center. Customers of Co-Located (Physical) hosting services can still benefit from features that cannot always be provided in a customer setting. Co-located Hosting typically includes only the premise-based features of the [DTI Data Center](#), such as physical security, continuous power/cooling, and network access. The owning agency performs all administration and management of the server.

FEATURES INCLUDED

Operational Environment	Secure, reliable data center with electrical power provision, including backup power generator, connectivity with redundancy, cooling (facility maintenance contracts, security, 24x7 attendant service and fire protection.
Rack Space	Full or partial rack space available.
Access to the DTI Co-Locate Space	For access to the co-locate space within the DTI William Penn building see the process for Data Center Access .

FEATURES NOT INCLUDED

Licensing	DTI does not provide application licensing
Software	DTI does not provide software
Hardware	DTI does not provide servers and associated hardware
Backup and tape management	DTI does not provide backup solution or tape management
Monitoring	DTI does not provide monitoring. A simple website monitoring service, Alertra, may be available at an additional cost.

DTI RESPONSIBILITIES

Power management	Secure, reliable data center with electrical power provision, including backup power generator, connectivity with redundancy, cooling (facility maintenance contracts, security, 24x7 attendant service and fire protection.
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AGENCY RESPONSIBILITIES

Software	Customers provide, install and manage their own software including licensing
Application administration	Customers administers their own applications, including upgrades
Backup and recovery	Customer provides
Business Continuity & Disaster Recovery planning and testing	Customer provides. DTI consulting services available by request under terms of contractual agreement.
Database administration	Customer provides
Hardware acquisition & setup	Customer provides



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Application help desk services	Customer provides
Job scheduling	Customer provides
Monitoring services	Customer provides.
Output services	Customer provides
Release management	Customer provides
Storage/Tape administration	Customer provides; However, DTI can perform tape swap services and coordinate delivery/receipt of media to off-site storage if requested
Vendor management	Customer provides

ORDERING & PROVISIONING

For hosting information contact the agency [Information Resource Manager](#) and/or the [DTI Customer Engagement Specialist](#) to determine if a business case and/or contract is required.

Technical Support Issues for the operational environment should go to the [DTI Service Desk](#).

RATES & BILLING

FEATURE	DESCRIPTION	BASE RATE
Full Rack	HP rack with 42 units	\$400 per month
Partial Rack	HP rack with 42 units but shared	Pro-rated in ¼ rack increments per month

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Systems Architecture Standard
- Systems Environment Standard
- Database Management System Standard
- Data Classification Policy
- Data Classification Guideline
- Data Integration Standard
- Data Management Policy
- Data Modeling Standard
- Document Imaging Standard
- Geographic Information System Standard
- Real Property Electronic Recording Standard
- Reporting and Data Warehouse Standard
- Cabling and Wiring
- Coordinated Software Purchases Policy
- Green IT Policy
- Client Operating System Standard
- Server Operating Systems Standard
- State of Delaware Information Security Policy (DISP)
- Disposal of Electronic Equipment and Storage Media Policy
- Encryption Key Management Policy
- Remote Access Standard
- Secure File Transport
- Strong Password Standard
- Virus Protection Standard
- VPN Policy
- Web Application Security



DTI Catalog of Products and Services

Data Center Policy Software Policy			
GENERAL SERVICE LEVELS & METRICS			
SERVICE TYPE	SERVICE MEASURE	PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
Hosting agency's equipment in our Co-locate Data Center	Setting up rack with standard equipment, which includes two PDU (16 outlets per PDU) and one KVM and switch.	Two Weeks after contract has been signed.	11 business days
Cabling and Connection	Cabling supplied by DTI, this includes labeling of the cables.	If new rack is requested, it will take 2 weeks. If agency has an existing rack and standard cable lengths are needed, one to two business days.	
Last Update: 12/17/15			
<i>Send additions, corrections or suggestions to the attention of the DTI OCM Team.</i>			



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CONFERENCING OPTIONS

Audio conferencing, video conferencing, and web conferencing are available to meet your specific needs. For more information your first point of contact should be your Information Resource Manager and/or Network Administrator at your agency as options may depend on what your agency allows.

Video Integration – New to the State in 2015 is the convergence of video bridge and integration tools. The infrastructures integrates the Cisco Telepresence Video Communication Server (VCS) with the Skype for Business, Polycom and Cisco Call Manager allowing point, and click or drag and drop video collaboration. Approximately 99% of the State’s video capable endpoints are fully registered with the VCS.

OPTION

SKYPE FOR BUSINESS aka - Instant Messaging, Unified Communications.	Access to Skype for Business. The State of Delaware's preferred conferencing tool is Skype for Business. With Skype Meeting, you can start a conference from a one-to-one Instant Message (IM) session. You can also add communication modes to conference sessions, including phone, video, desktop sharing, and even full Web conferencing with Skype Meeting.
	The preferred method for conferencing is Skype for Business (302) 526-5475 using individual conference IDs.
	Not security/pass code protected
	Transcription is not available
	Much like establishing a conference call, the Skype directory will include agency-specific groups and a global directory for connecting to desktops, conference facilities or even mobile devices to a video call or presentation.
PHONE STANDARD CONFERENCING Cisco Enterprise Voice Service (EVS)	Allows you to create a standard (ad hoc) conference by calling each participant.
	Maximum of 11 plus the initiator can participate
	Initiate Conference from a cisco phone
	Playback control/recording is NOT available
	Not security/pass code protected
MEET ME Cisco Enterprise Voice Service (EVS):	Meet Me Conference is a private bridge number for conferencing that uses the Meet Me Conference Soft key and your assigned conference phone number. This unsecured conference line is available to state employees. While this is a feature that is built into the Cisco Phone system a separate phone line is required.
	Maximum of 11 plus the initiator can participate
	Initiate Conference from a cisco phone
	Not security/pass code protected



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	Transcription is not available	
	Playback control/recording not available	
BRIDGE LINE	While Skype for Business is the preferred method for conferencing, the Bridge lines are also an available option. (302-577-7777, 302-739-7777, 302-577-6449): Participants dial in to the phone number to access the conference line. This non secured conference line is available to state employees regardless of the phone system. Additional toll charges may apply.	
	Maximum of 6 can participate	
	Initiate Conference from any phone	
	Not security/pass code protected	
	Transcription is not available	
	Playback control/recording not available	
	ORDERING & PROVISIONING	
Microsoft Office Communications - Skype – see Skype for Business – Conferencing and Content Sharing Service		
Cisco Enterprise Voice Service (EVS): Phone Standard Conferencing		
Cisco Enterprise Voice Service (EVS): Meet Me Conferencing - IRM will e-mail CiscoVoice@state.de.us .		
Bridge Line – Contact the DTI Service Desk to schedule: 302.739.956		
Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests. For technical Support contact the DTI Service Desk		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
Cisco EVS Conferencing	Built into the Cisco Phone system.	See Voice and Data Services
Bridge line		No charge
Meet Me 2 nd phone line	Separate Direct Inward Dial (DID) line is required	\$0.30 per month per DID
MS Office - Skype	Part of EVS Pricing	See Voice and Data Services
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
Guides and Information Video Conferencing Support Documentation Getting Started with Conferencing. Conferencing Users Guide (Skype) State Enterprise Standards and Policies Acceptable Use Policy Disclosure of Individual User e-Resource Records Policy Disposal of Electronic Equipment and Storage Media Policy State of Delaware Information Security Policy (DISP)		
Last Update: 8/2/2016		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



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CONTINUITY OF OPERATIONS PLANNING (COOP) CONSULTATION AND SERVICES

In the event of a disaster, the highest level of State leadership would need to determine the order in which business services are restored. COOP, a statewide, multi-year initiative provides a standardized structure for State of Delaware government services to be recovered in a prioritized, systematic order. Participation in the COOP Program ensures that each organization's plan is communicated, documented and available to State leadership when it is most needed. COOP is both federally and state mandated, as outlined on [COOP Government Mandates](#). DTI offers COOP Planning for agencies based on the State of Delaware Criticality Rating Scale as found in the [Continuity of Operations Planning \(COOP\) Fact Sheet](#).

FEATURES INCLUDED

Education and Awareness	Conduct education sessions.
Business Impact Analysis (BIA) Activities	Conduct BIA activities working sessions. Review findings report with agency.
COOP Plan Building Activities	Conduct training and working sessions and assist agency with plan corrections.
Emergency Notification System Activities	Licensing is included with COOP Program implementation. Conduct training, plan activities with agency.
COOP Drill	Organize drill with agency.
COOP Maintenance	Assist agency with ongoing COOP maintenance.
Statewide COOP Planning Benefits	Automated Planning Process, Consistent Documentation, Focus on the business then the systems, Consistent planning across the state, Central repository.

FEATURES NOT INCLUDED

Licensing	Licensing costs for COOP Planning tool are separate from consultation service.
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DTI RESPONSIBILITIES

See COOP Project Charter	The project charter details roles and responsibilities.
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AGENCY RESPONSIBILITIES

See COOP Project Charter	The project charter details roles and responsibilities.
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ORDERING & PROVISIONING

Contact DTI COOP Project Team@state.de.us to get started.
Technical Support Issues: DTI Service Desk (302) 739-9650 or e-mail DTI_ServiceDesk@state.de.us
General COOP Issues: DTI COOP Project Team@state.de.us or Fax: (302) 677-7075
Plan Building Tool Licensing - Licenses may be acquired by emailing DTI COOP Project Team@state.de.us . A contract is required.

RATES & BILLING

FEATURE	DESCRIPTION	BASE RATE
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Consulting Services	Disaster Recovery/Business Continuity	\$80 - \$100 per hour
Plan Building Tool	Each agency must purchase a license for each of their designated Plan Builders. Annual renewal of all LDRPS licenses is required for the purpose of providing continuing access to organizational data in support of routine management of organizational changes to their continuity of operations plan (COOP). This contract will automatically renew each year provided there are no significant changes to the terms and conditions of the contract between DTI and the agency.	\$50.00 per person, per license, per year.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[COOP Documentation](#)

Continuity of Operations Planning (COOP) Fact Sheet
 COOP Contract Vendors
 COOP Government Mandates
 COOP Project Charter
 COOP Toolsets
 Customer Contact Information Sheet
 Memorandum of Understanding (MOU) Relocation Template
 Vendor Contact Information Sheet

[State Enterprise Standards and Policies](#)

Acceptable Use Policy
 Building Access Security Standard
 Remote Access Standard
 Client Operating System Standard
 Coordinated Software Purchases Policy
 Data Center Policy
 Data Classification Policy
 Data Integration Standard
 Data Management Policy
 Data Modeling Standard
 Database Management System Standard
 Domain Naming Standards
 Secure Email Standard
 Secure File Transport
 Server Operating Systems Standard
 Software Policy
 State of Delaware Information Security Policy (DISP)
 Strong Password Standard
 Systems Architecture Standard
 Systems Environment Standard
 Virus Protection Standard
 VPN Policy

Last Update: 7/15//2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DATA MANAGEMENT SERVICES

Data Management Services rely on the recognition that data is an enterprise asset and they promote governance, management, and sharing of the state's data to provide more value to the state. Data Management encompasses Data Governance, Data Architecture, Data Development, Data Quality, and Integration Services (see [Data Management Wheel](#)). Features that may be requested include Data Development, Data Analysis, Data Integration, Data conversion (transformation), and Data Modeling. These services are often imbedded in various phases of the systems development lifecycle (Planning, Design, Development, and Implementation) but may also occur as a result of ongoing maintenance.

FEATURES INCLUDED

DATA DEVELOPMENT	Integration, conversion, and modeling tools are used to document what data is used by the business, how data is used, and how the data supports the requirements. Data development includes identifying gaps between the requirements and the existing data. A key point of data development is that it is not contingent on technology or a specific system. Instead, it focuses on the data used for a business purpose and the information it produces. Understanding data requirements and how the business uses the data are advantageous when selecting new systems or integrating with other systems. Data development is done as part of the planning stages of a project.
DATA ANALYSIS	Integration and conversion tools are used to inspect the data based upon specific scenarios/requirements or to provide a general health report of the data. Data analysis can be done as part of data development. It should be done prior to the commitment of integration or converting data. Data analysis is done as part of the planning or design stage of a project.
DATA INTEGRATION	Data integration tools can be used on most repositories in the state to make data available to multiple applications. These tools provide the ability to move the data quickly and reliably while performing quality checks on the data for clean integration and transforming the data to each application's specific needs. Scheduled batch interfaces or near real-time interfaces can be developed to provide integration between most applications within the state or between a state application and an external application or entity. Data integration is done a part of the development stage of a project.
DATA CONVERSION	Data conversion tools can be used on most data repositories in the state to cleanse, convert, and transform data for use in a new application. Data conversion is done as part of the development stage of a project. Data analysis is required prior to data conversion.

DTI Catalog of Products and Services

DATA MODELING	Data modeling tools are used to design data repositories, similar to blueprints used to design a house. Data modeling tools can be used on most data repositories in the state to reverse engineer the existing data structures into data models. The information can be added to the knowledge base to continuously increase the ability to have a broader vision of data used across the State. Such information can be valuable during project definition and systems design. Data models can be also be done for cloud solutions. Data modeling is done as part of the design stage of a project.
DTI RESPONSIBILITIES	
Data Development	Technicians work with Customers to document the data used in their various processes. Technicians create logical groupings and the relationships between the groups and provide gap analysis to the business requirements or to existing systems for conversion/integration projects.
Data Analysis	Technicians provide detailed information on the overall health of a system's data, results of a specific business issue, and will estimate the level of effort for conversion/integration projects.
Data Integration	Technicians will develop interfaces and perform data transformation/ validation based on detailed business requirements provided by the Customer. DTI will provide ongoing monitoring of the integration job as per the schedule defined by the Customer.
Data Conversion	DTI will provide data conversion based upon detailed business and technical requirements provided by the Customer.
Data Modeling	Technicians work as part of a design team to develop a data model that meets defined business requirements. Technicians can reverse-engineer a data model from an existing database. Agency technicians can be granted access to specialized tools to create /maintain their own data model. Access to the statewide data modeling tool is free to all agencies. The Data Management staff can provide guidance on the use of the tool.
AGENCY RESPONSIBILITIES	
Data Integration and Conversion	Special attention should be given to the DTI Data Management Policy under State Enterprise Standards and Policies.
Data Modeling	Special attention should be given to DTI Data Modeling Standard under State Enterprise Standards and Policies.
ORDERING & PROVISIONING	
A business case and/or contract may be required. Data management services may be requested as part of a business case when DTI resources are needed as part of a project. Work requests can be submitted via the DTI service desk tool or staff. For work requests or technical support contact the DTI Service Desk . Contact your	



DTI Catalog of Products and Services

[Information Resource Manager](#), [Information Security Officer](#), and/or [Customer Engagement Specialist](#) for additional information.

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
Data Management Services	Data development, analysis, integration, conversion, or modeling.	\$100.00 per hour
Statewide Data Modeling Tool	DTI covers the cost and makes the tool available to state agencies doing business with DTI	No cost to the agency

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Data Integration Standard
- Data Management Policy
- Data Modeling Standard
- Reporting and Data Warehouse Standard
- Data Classification Policy

[ISO Documents](#)

- Power Designer VDI Access Request Instructions
- PowerDesigner VDI User Guide

DTI's [Data Management Wheel](#)

[Data Governance Council Resources/Links](#)

- Data Modeling
 - PowerDesigner Portal (Access to View Data Models in the Statewide Repository)
 - PowerDesigner User Guide
 - How To Get Access to PowerDesigner
- Data Sharing Agreement
- Project Initiation Questions

Last Update:1/28/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

DATABASE LICENSING AND ADMINISTRATION

DTI offers database design and development services for Database Management Systems (DBMS) that are compliant with State Standards. This includes mainframe-based DBMS (Adabas) and Client-Server based DBMS (Oracle and MS SQL Server are enterprise relational database management systems certified to support enterprise level applications) In general, these services are offered for systems that are DTI-hosted/managed, although consideration will be given to limited support services for other systems.

DTI RESPONSIBILITIES

ORACLE LICENSING	Enterprise Oracle license procurement comes through DTI. Agencies will be billed for licenses and annual maintenance costs as required.
SQL LICENSING	SQL Licensing Procurement is through the State Contract
ORACLE DATABASE ADMINISTRATION	DTI will perform database administration duties as outlined by a Service Level and/or contract. Monitoring the database availability, applying patches, performing backup and recovery for DTI hosted/managed systems.
Database Refresh	Export production database objects and import into development databases.
Modifications	Modify database objects on request, utilizing forward database scripts – running scripts produced by the customer.
Upgrades	Perform upgrade of database utilizing and working with the customer or customer vendor as applicable.
Performance Tuning	May involve memory management, process management and scheduling, reducing system time, ensuring sufficient CPU power, swap space and I/O bandwidths, minimize the impact of peak load use patterns, etc.
Outage Notification, Maintenance	Notify agency of outages, maintenance requirements.

AGENCY RESPONSIBILITIES

Oracle Database Administration	
Open Service Requests	Agency needs to request database tasks and report database issues via the DTI Service Desk.
Establish downtime	Communicate preferred windows of time to perform database maintenance based on business requirements.
Architecture/Application upgrades	Notify DTI before changing the architecture or implementing any new upgrade or new version of the client application to minimize the impact to the version of the Oracle database.
Disaster Recovery	Customer is responsible for DR requirements: responsible to implement, monitor, and maintain backups and for DR activities as required. Also responsible for offsite storage of backups.
Development	
Oracle Licensing	Funding for license and maintenance as billed by DTI.
SQL Server Licensing	Agency is responsible for ensuring the database is properly licensed and for maintaining licensing compliance.

ORDERING & PROVISIONING

Specific Details will be agreed to in the Service Level Agreement and/or required contract.



DTI Catalog of Products and Services

Contact your [Information Resource Manager](#) and [Customer Engagement Specialist](#) for additional information. A business case and/or contract may be required.

For technical Support contact the [DTI Service Desk](#).

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
DTI Database Consulting	Database administration and consulting.	\$97.00 per hour

Oracle Products Available from DTI

Annual maintenance for the products listed below will remain consistent through November 30, 2017.

PRODUCT	LIST PRICE	DISCOUNTED PRICE FROM DTI	ANNUAL MAINTENANCE
Oracle Database Enterprise Edition – Processor Perpetual	\$47,500	\$14,250	\$3,135
Diagnostics Pack-Processor Perpetual	\$5,000	\$1,500	\$330
Tuning Pack-Processor Perpetual	\$5,000	\$1,500	\$330
Oracle Database Lifecycle Management	\$12,000	\$3,600	\$790
Oracle Advanced Security-Processor Perpetual	\$15,000	\$4,500	\$990
Oracle Audit Vault and Database Firewall-Processor Perpetual	\$6,000	\$1,800	\$400
Oracle Active Data Guard-Processor Perpetual	\$11,500	\$3,450	\$760
Oracle WebLogic Suite-Processor Perpetual	\$45,000	\$13,500	\$2,970

PRODUCTS AVAILABLE DIRECTLY FROM ORACLE AT REDUCED PRICING

	QUANTITY	LICENSE FEE	ANNUAL MAINTENANCE
Oracle Enterprise Identity Services Suite-Processor Perpetual	1	\$77,000	\$16,940

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Coordinated Software Purchases Policy
- Database Management System Standard
- Software Policy
- State of Delaware Information Security Policy (DISP)
- Systems Architecture Standard
- Systems Environment Standard

Last Update: 11/15/2017

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

DELAWARE SINGLE SIGN ON (DE-SSO)

DE-SSO is the State of Delaware’s single sign-on solution for public facing applications as well as internal/state applications. DE-SSO provides centralization and consolidation of application sign-on/access via the delivered functionality of Oracle’s Identity Access Management system. It is configured to be flexible in order to meet the unique needs of various state applications and as much as possible to simplify the overall user experience.

FEATURES INCLUDED

Identity Management	Authenticates that the user logging into the system is the person they claim to be.
Access Management	Provides management of an authenticated user’s authorization to access applications supported by DE-SSO.

FEATURES NOT INCLUDED

Application Privilege Management	Does not assure privileges within or across applications. This is not currently a planned feature.
Application Website/Entry Point for application end users	DE-SSO recommends the creation of a website url/entry point for links to DE-SSO and other application information not related to DE-SSO. The DTI support team does not develop or implement this page.

DTI RESPONSIBILITIES

Solution determination	Analysis to determine the best method of incorporating the application into DE-SSO.
Assisting the application’s administration staff	Guide the administration on how to best use the functionality of DE-SSO for their application.
Assisting the application’s technical staff	Provide the particulars needed by the application’s technical staff to affect the changes to integrate with DE-SSO.

AGENCY RESPONSIBILITIES

Rules	Provide rules and procedures for gaining access to the application.
Resources	Provide functional direction for user interfaces. Provide application development support resources.
Help Desk	Provide a help desk for users having issues with the application.

ORDERING & PROVISIONING

For internal Technology Investment Council (ITIC) approved projects the project manager/leader will contact the DE-SSO team via DTI_DE_SSO@state.de.us to begin the on-boarding process. For existing applications, or when no project exists for the application to include the on-boarding effort, the Requester should contact their Customer Engagement Specialist to determine the path forward. It is necessary to make this contact very early in the project conceptualization.

RATES & BILLING



DTI Catalog of Products and Services

The state's IT business case process includes steps for estimating project costs. Information Resource Managers (IRMs) should ensure that any new project requiring identity access management is identified in the Project Portfolio System (PPS). This inclusion will result in a rough order of magnitude (ROM) estimate that includes the cost of implementing DE-SSO.

FEATURES	DESCRIPTION	BASE RATE
Analysis	Analyze the needs of the application for on-boarding and design the solution.	\$90.00 - \$100.00/HR
Development	Develop the solution as defined by the analysis.	\$90.00 - \$100.00/HR
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
<u>State Enterprise Standards and Policies</u> Acceptable Use Policy Remote Access Standard State of Delaware Information Security Policy (DISP) Strong Password Standard		
Last Update: 12/17/2015		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



DTI Catalog of Products and Services

DESKTOP/ LAN SERVICES (FOR IT CENTRALIZED DEPARTMENTS AND AGENCIES ONLY)

Desktop/LAN services are 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 and/or remote support for computers, associated peripherals, office, and productivity applications, and requests for network services, and smart phones. This service is available only to IT Centralized departments and agencies.

FEATURES INCLUDED

DESKTOP SERVICES SUPPORT	Desktop computing hardware devices, peripherals, and associated Operating System (OS) Software
	Best effort attempts to resolves issues with locally attached peripheral devices, e.g., personal printers, exclusive of consumables
	Management of in-scope software licenses
	Laptop or notebook computing hardware devices, peripherals, and associated OS Software
	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, handheld scanners
	Refreshing of desktop and laptop computing hardware dependent on funding. (inventory and lifecycle management)
LAN SERVICES	When selected by the Customer (other than IT Centralized), 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.
	Centrally managed communications circuitry ensures optimal network design, best pricing, and maximum leverage with the vendors when needed.
	LAN management is a foundational service for IT Centralized Departments.



DTI Catalog of Products and Services

	Cabling
Downtime Notification List Service	Subscribe or Unsubscribe
Budgeting Input	DTI will work with IT Centralized agencies to ensure budget requests include planned IT needs.
DTI RESPONSIBILITIES	
Support	Technical support services available 24x7x365 days
	Network design
	Switch replacement life cycling (pre-configured)
	Switch installation and configuration
	Network monitoring
	Switch patch management
AGENCY RESPONSIBILITIES	
Service Level Agreement (SLA)	Organizations must include any services and specific agreements in an SLA and/or addendum to an existing SLA
Funding	Funding for desktop and laptop refresh and for associated LAN hardware and software.
ORDERING & PROVISIONING	
IT Centralized agencies have a service level agreement established with DTI.	
IT Service Management	
Service Desk Support Information	
RATES & BILLING	
Rates are subject to negotiated agreements for specific services	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
State Enterprise Standards and Policies <ul style="list-style-type: none"> Acceptable Use Policy Cabling and Wiring Client Operating System Standard Coordinated Software Purchases Policy Data Center Policy Disposal of Electronic Equipment and Storage Media Policy Mobile Device Encryption Standard Mobile Device Management Policy Mobile Device Management Standard Portable Wireless Network Access Device Policy Remote Access Standard Secure Email Standard Secure File Transport Server Operating Systems Standard Social Media Policy Software Policy State of Delaware Information Security Policy (DISP) 	



DTI Catalog of Products and Services

<p>Strong Password Standard Virus Protection Standard VPN Policy</p> <p>Tools</p> <p>ServiceNow</p> <p>IT Centralization</p> <p>IT Purchases Support Methodology Communications: PowerPoint presentations, Fact sheets, Awareness sheets and other information</p>	
GENERAL SERVICE LEVELS & METRICS	
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%

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)



DTI Catalog of Products and Services

	<ul style="list-style-type: none"> ○ 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 I 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 I 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.)	<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)

Last Update:1/25/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

DISASTER RECOVERY CONSULTATION AND SERVICES

DTI recognizes the value of Disaster Recovery (DR) and Business Continuity (BC). The dependency of business processes upon the continuous availability of the technology infrastructure is critical to maintain government services and provide information during and after a disaster. Disaster recovery is the process, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster.

DTI offers Disaster Recovery Consultation for agencies based on the State of Delaware Criticality Rating Scale as found in the Continuity of Operations Planning (COOP) Fact Sheet and the recovery strategies as described in the Delaware Information Security Policy (DISP).

FEATURES INCLUDED

Education and Awareness	Conduct education sessions.
Business Impact Analysis (BIA) Activities	Conduct BIA activities working sessions. Review findings report with agency.
Design recovery strategy	Design a strategy that will meet the organizations needs and recovery time objective.
Implement strategy	Assist in the execution of the contract, if a third party vendor is required.

FEATURES NOT INCLUDED

Funding	Funding for the costs of the recovery strategy are to be paid by the organization
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DTI RESPONSIBILITIES

Gather related information from the Customer	Ask questions to gain an understanding of the system/application
Provide recommendations for a strategy	Present recommendations

AGENCY RESPONSIBILITIES

Provide information on the system/application	Answer questions relating to the use of system/application and the impact to the organization.
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ORDERING & PROVISIONING

Contact DTI_BCDR_Team@state.de.us to get started.

Technical Support Issues: DTI Service Desk (302) 739-9650 or email DTI_ServiceDesk@state.de.us

General DR Issues: DTI_BCDR_Team@state.de.us or Fax: (302) 677-7075

RATES & BILLING

FEATURE	DESCRIPTION	BASE RATE
Other Consulting Services	Disaster Recovery/Business Continuity	\$80 - \$100 per hour



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APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

State Enterprise Standards and Policies

Acceptable Use Policy
Domain Naming Standards
Systems Architecture Standard
Systems Environment Standard
Database Management System Standard
Data Classification Policy
Data Integration Standard
Data Management Policy
Data Modeling Standard
Coordinated Software Purchases Policy
Client Operating System Standard
Server Operating Systems Standard
State of Delaware Information Security Policy (DISP)
Building Access Security Standard
Remote Access Standard
Secure File Transport
Secure Email Standard
Strong Password Standard
Virus Protection Standard
VPN Policy
Data Center Policy
Software Policy

Last Update: 7/15/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

DOCUMENTDIRECT - REPORT MANAGEMENT

DocumentDirect was implemented in 2001 and on December 31, 2009 Mainframe users were required to use this electronic report management system in an effort to reduce or eliminate the mass printing of paper reports and in an initiative to streamline operations and reduce costs. All reports will be available electronically using DocumentDirect for the Internet. From this web-based application, the reports can be downloaded into spreadsheets or word documents as well as printed locally if needed.

FEATURES INCLUDED

Access to Mainframe Reports	Mainframe Reports- Any state Agency that uses the View Direct depository for report Viewing.
Access to DHSS Reports	Delaware Health and Social Services (DHSS) Reports
Access to Enterprise Resource Planning (ERP) Reporting	PHRST PeopleSoft Reports uses DocumentDirect for the Internet.
	FSF PeopleSoft Reports uses Documents Direct for the Internet.

FEATURES NOT INCLUDED

Output Production Services	See Output Production Services for printing, stuffing, mailing services.
Advanced Function Printing or Presentation (AFP)	<p>Form design and layout – Advanced function presentation (AFP) is an architecture-based system hardware and software for creating, formatting, viewing, retrieving, printing and distributing information on numerous printers and display devices. AFP composes an entire page before printing it, and the page elements in AFP such as text, bar codes, page segments, images and overlays can be specified in any order and at any position on the page. AFP operates independent of other applications and devices.</p> <p>AFP is a published standard in the print industry that is used for printing data at very high speeds with complete integrity. It also incorporates various other industry formats such as EPS, PDF, TIFF, GIF, JPEG, XML, XSL, PostScript, PCL and PPML. As such, this standard is able to cover the entire range of text, image text, image, graphics, process color, highlight color and monochrome printing. It is also able to print on a standard printing device and deliver the contents using email, HTML, fax or screen.</p> <p>AFP is considered to be the base of electronic document management applications, including enterprise report management, print and view, and archive and retrieval.</p>

DTI RESPONSIBILITIES

Access management	DocumentDirect Admin grants access to requested reports from ISO.
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DTI Catalog of Products and Services

Report Management	Setting up and deleting new reports in DocumentDirect.	
Advanced Function Printing (Publishing)	See Advanced Function Printing Service Offering .	
AGENCY RESPONSIBILITIES		
User access	Ensure that the user has an active ACF2 ID on the Dover mainframe.	
ISO	Manages agency access requirements to add, modify or delete user access.	
Advanced Function Printing (Publishing)	See Advanced Function Printing	
ORDERING & PROVISIONING		
Access to Mainframe Reporting and DHSS Records - End users contact the agency Information Security Officer (ISO) to request access to reports related to their needs. The ISO submits the required forms to add, change, or delete a user's access.		
Access to ERP – Contact your agency ISO.		
Access to ERP - Contact your agency ISO.		
Advanced Function Printing (Publishing) – See service offering.		
RATES & BILLING		
FEATURES		BASE RATE
DocumentDirect (aka Mobius)	A Mobius account is charged back at \$8.65 per month regardless of access to mainframe or server reports.	\$8.65/account/month
Advanced Function Printing (Publishing)	No cost for this service	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
Requesting Access Access to DocumentDirect Reports Request a Policy for Mainframe Reports Forms DocumentDirect Report Request Form DocumentDirect Report Add/Modify/Delete Access Form Tools DocumentDirect (application) State Enterprise Standards and Policies Acceptable Use Policy Website Common Look and Feel Application Programming Language Standard Middleware Standard Systems Architecture Standard Systems Environment Standard		



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Database Management System Standard
Data Classification Policy
Data Integration Standard
Data Management Policy
Data Modeling Standard
Document Imaging Standard
Server Operating Systems Standard
State of Delaware Information Security Policy (DISP)
Disposal of Electronic Equipment and Storage Media Policy
Remote Access Standard
Secure File Transport
Secure Email Standard
Strong Password Standard
Virus Protection Standard
VPN Policy
Data Center Policy
Software Policy

Last Update: 10/21/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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DYNAMIC HOST CONFIGURATION PROTOCOL (DHCP) CENTRALIZED SERVICE

DHCP is a network protocol that enables a server to automatically assign an IP address to a computer from a defined range of numbers (i.e., a scope) configured for a given network. DTI is currently using Infoblox to implement DHCP within state agencies. Infoblox will allow DTI to support agencies DHCP from a central location. This service is offered to State agencies only, both IT Centralized (ITC) and non-ITC. This service is not provided to K12.

FEATURES INCLUDED

Planning, development and implementation	Initial meetings with customers to identify the DHCP scopes to transition, perform migration testing, review dump file, schedule training. Schedule the cutover.
Infoblox	DTI uses Infoblox as a centralized, fully redundant DHCP service. Basically, the Infoblox configuration is comprised of two areas, the Network portion and the Scope/Range portion.
	A few scenarios exist; for example, if an agency wanted to retire their DHCP server and convert to Infoblox, DTI would require a current DHCP “dump” file which would be examined (parsed) and then imported into Infoblox. Existing network and scope/range information would appear in Infoblox.
	IP-Helper (forwarder) IP addresses would be changed from the old server IP to the new Infoblox IP(s) just prior to implementation.
	DTI would create a new administration group with permissions for the agency to use to manage their scope/range.

FEATURES NOT INCLUDED

Exception	During the “dump” file parsing; DTI may discover items that are not supported by Infoblox. For example; DHCP “Super Scopes” are not allowed.
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DTI RESPONSIBILITIES

Scope Configuration	DTI will verify the scopes submitted by the agency and assist in completing changes needed to complete setup.
Support	DTI is responsible for maintenance, patches, upgrades, etc. of the Infoblox appliance/server.
Training	Schedule and provide agency DHCP administrator training.
ITC Agencies	DTI will manage DHCP for ITC agencies.

AGENCY RESPONSIBILITIES

Scope Configuration	Agencies identify scopes to migrate and provide DTI with this information. Telecom will implement the cutover to Infoblox and monitor.
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DTI Catalog of Products and Services

Managing Scope/Range	The agency's IT staff is solely responsible for managing their DHCP Scope/Range within the Infoblox application, including; configuration, reservations, excluded addresses, etc.
Attend Training	Attend mandatory agency DHCP administrator training scheduled prior to the Infoblox conversion.

ORDERING & PROVISIONING

To Order: Submit a request ticket to DTI_ServiceDesk@state.de.us , or contact your agency's Customer Engagement Specialist (CES) for assistance. Once DTI Telecom receives the request ticket, the agency CES will be asked to arrange an Infoblox discussion meeting.

For technical Support contact the [DTI Service Desk](#).

RATES & BILLING

FEATURES		BASE RATE
DHCP	Included in base package	See Telecommunications Core Service Package

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

Acceptable Use Policy
State of Delaware Information Security Policy (DISP)

Last Update: 10/21/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

ENTERPRISE FAX SERVICE (EFS)

The Enterprise Fax Service (EFS) is the offering that allows inbound faxes to route to a user's Exchange mailbox or resource account. Users can fax directly from Outlook, Desktop Client, or a Web Interface. EFS can help increase workflow efficiency by making it simpler to convert hard copy documents into electronic files that are easier and cheaper to transfer and distribute. The use of EFS reduces the need for Centrex line for standalone fax machines and removes the need for consumables such as paper and toner.

FEATURES INCLUDED

Inbound Faxes	No additional charge for inbound faxes
	Faxes are routed to Exchange mailboxes; Individual user mailboxes or Resource account mailboxes for group access for increased security and ease of access
	Efficient, using FOIP and Acme Packet to deliver messages via fault tolerant servers
Outbound Faxes	Can be sent using the AccuRoute Desktop software available at http://software.state.de.us/AccuRoute/5.0/
	Can be sent using the Web interface located at (https://fax.state.de.us/WebClient/Default.aspx)
	Can be sent directly from Outlook using FAX:faxnumber in the email address "To:" box.
	Can be sent using a form available in Outlook. The form is named "Enterprise Fax Send Form" and is available by clicking New Items – More Items – Choose Form in Outlook.
Physical fax machine Centrex numbers can be ported to the Enterprise Fax Service	Eliminates fax machine consumables and Centrex Line
	More secure as faxes are not sitting on a fax machine
	Please be aware that the porting process does take a few days to route the switch via Verizon
Cover Sheets	Use of personalized cover sheets per agency
Combination of Faxes	Multiple faxes pertaining to a specific subject can be combined into a single, multi-page document utilizing the desktop client
Archiving	Every fax is tracked, logged and archived for 90 days. This allows for easy retrieval in the event a user accidentally deletes a critical communication from their inbox
Messaging Integration	Integration with desktop applications provide AccuRoute users with the convenience of being able to fax documents to any location from within any MS Office application and within Oracle environments. Because AccuRoute



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	employs the same print driver and rendering software used to print documents on a local or networked printer, the fax the recipient receives retains the same pagination and line endings the sender intended the document to have. This requires a light weight desktop component that can be centrally deployed	
Web Interface	The AccuRoute Web Interface is a management tool that provides a convenient way for system users to send faxes, check the status of sent faxes, view a list of faxes received, and preview a fax prior to sending as part of a management review process or to insure proper formatting. This includes attachments. The URL is HTTPS://Fax.state.de.us and the login is integrated into Active Directory. Users can also re-fax should there be a problem with the original transmission.	
ORDERING & PROVISIONING		
Enterprise Fax Service	EFS is included when an Exchange E-Mail account is established.	See Telecommunications Core Service Package
Outbound faxing	Included when account is established.	
Inbound faxing	Requires special provisioning by the customer agency and DTI.	Submit a DTI Service Now Request
RATES & BILLING		
FEATURES		BASE RATE
Enterprise Fax Service	Faxing capability is included when an Exchange E-mail account is established.	See Telecommunication Core Service Package
Inbound Faxing	The inbound faxing capability is included when an Exchange E-Mail account is established. There is no per fax cost for received faxes but a DID is required.	See Telecommunication Core Service Package
	Direct Inward Dial (DID) is required to receiving inbound faxes directly to your exchange account. The associated Cost is per DID per month. NOTE: Direct Inward Dialing (DID) is a service that provides a block of telephone numbers for calling into a company's private branch exchange (PBX) system. Compared to regular PBX service DIDs save the cost of a switchboard operator, calls go through faster,	\$0.30



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	and callers feel they are calling a person rather than a company.	
Outbound Faxing	Outbound faxing capability is included when an Exchange E-Mail account is established. Outbound faxes are charged back to the agency using actual fax usage as collected from the EFS server logs (based on per outbound fax). These entries are totaled and billed to the agency's cost center via their monthly Expense Management System (EMS) statement from DTI Cost Recovery.	\$0.10
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP) Enterprise Fax Service Directions Contacts Web Interface Cover Sheet		
Last Update: 8/10/2016		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



ENTERPRISE RESOURCE PLANNING (ERP)

Enterprise Resource Planning Software (ERP) - ERP software provides broad-use solutions designed to coordinate all activities necessary to complete business processes. (e.g. financials, shipping, project management, human resources, customer relationship management).

ERP is an integrated information system that serves all departments within an enterprise. Evolving out of the manufacturing industry, ERP implies the use of packaged software rather than proprietary software written by or for one customer. ERP modules may be able to interface with an organization's own software with varying degrees of effort, and, depending on the software, ERP modules may be alterable via the vendor's proprietary tools as well as proprietary or standard programming languages. An ERP system can include software for manufacturing, order entry, accounts receivable and payable, general ledger, purchasing, warehousing, transportation and human resources. The major ERP vendors are SAP, PeopleSoft, Oracle, Baan and J.D. Edwards. Lawson Software specializes in back-end processing that integrates with another vendor's manufacturing system.

FEATURES INCLUDED

Consulting Services	DTI offers broader ERP consulting services for customers considering such solutions through the business case process. Benefits of ERP consulting services include centralization of resources, consolidation of infrastructure, systems integration, and the application of Best Practices in ERP software management.
Technical Support vs Functional Support	DTI provides full technical support for the PeopleSoft ERP suite that currently includes the PHRST system and the First State Financials (FSF) system. Functional support for the systems is provided by the owning organization.
PHRST – PEOPLESOFT	Payroll Human Resource Statewide Technology (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.
Technical Infrastructure	DTI provides and supports the technical infrastructure consisting of, Oracle, PeopleSoft Enterprise, Mobius DocumentDirect, and Pay Breeze.
Centralization & Consolidation	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

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	organization maintains functional staff in each of the areas of HR, Payroll, and Benefits. A complex and comprehensive communication strategy is in place.
PHRST Coordinator	Each organization must have a person assigned the role of Coordinator for PHRST. The duties of the PHRST Organization Coordinator are: <ul style="list-style-type: none"> • 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.
Key End User Council	The Key End User Council also represents the various organizations and ensures services are provided as required
PHRST Help Desk	For production problems or questions call the PHRST Help Desk at 302-739-8066. Monday-Friday, 8:00 am – 4:30 pm.
Additional Information	Policy, procedures, manuals, etc. are located at PHRST .
FIRST STATE FINANCIALS (FSF) – PEOPLESOFT	First State Financials (FSF) is an integrated application for the financial processes for the State of Delaware. The reengineering of processes will continue throughout the systems lifecycle to implement best practices, where applicable, and to achieve continuous improvement goals based on strategic planning. 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. 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.
Technical Infrastructure	DTI provides full technical support for the PeopleSoft ERP suite that currently includes the PHRST system and the First State Financials (FSF) system. Functional support for the systems is provided by the owning organization.
Centralization & Consolidation	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.



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	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.
FSF Coordinator	Each organization has identified Coordinators to ensure successful implementation within their organization.
FSF Service Desk	For production problems or questions call the FSF Service Desk at 302-526-5600 or by emailing FSF_ServiceDesk@state.de.us . Monday-Friday, 8:00 am – 4:30 pm.
Additional Information	Policy, procedures, manuals, etc. are located at First State Financials .
IDENTITY ACCESS MANAGEMENT	See Delaware Single Sign On (DE-SSO) for ordering/provisioning information.
CUSTOMER RELATIONSHIP MANAGEMENT	See Software as a Service (Salesforce) for ordering/provisioning information.
Last Update: 03/24/16	
<i>Send additions, corrections or suggestions to the attention of the DTI OCM Team.</i>	

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ENTIREX BROKER REQUEST (MAINFRAME)

The EntireX Broker Request Process is used by state organizations to request the addition of an EntireX Broker to the Mainframe system.

FEATURES INCLUDED

Application access to Adabas data via EntireX Broker	EntireX Brokers are used to access Adabas database information from processes that are running outside of the Mainframe environment. Brokers run as z/OS started tasks and must be controlled differently than standard batch jobs running in z/OS.
	Due to the potential impact to other applications running on the Mainframe system processes are in place that must be followed for all test, development, training, or production EntireX Brokers that will run on the Mainframe.
	Any broker service found to be running on the Mainframe that has not been registered is subject to termination without notification.

FEATURES NOT INCLUDED

Non-Mainframe Software Licensing	Vendor licenses for software running on non-mainframe systems, such as Software AG's EntireX Link (EXXLI) and EntireX Developer (EXXDE) are the responsibility of the agency.
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DTI RESPONSIBILITIES

Process broker requests. Configure system for new broker task.

Identify and monitor broker services.

AGENCY RESPONSIBILITIES

Requester	This process assumes that the person requesting an EntireX Broker is already familiar with Adabas broker services and is a TSO application user.
Requester	Required vendor licenses for the software running on their non-mainframe systems, notably Software AG's EntireX Link (EXXLI) and EntireX Developer (EXXDE).
Requester	A separate request must be submitted for each required broker service to allow the broker service to be identified and monitored by Data Center & Operations (DC&O). Any broker service found to be running on the Mainframe that has not been registered is subject to termination without notification.



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Requester	A DTI Job Entry Form is required, in addition to the EntireX Broker Service Request Form, to ensure the new broker is authorized to execute on the mainframe and is entered into the DTI Billing System.
ISO and Application Developer	The creation of a broker requires the execution of multiple steps and will follow the standard Department of Technology and Information System Control guidelines. The System Control guidelines require at least two weeks between the scheduling of the change and the date that a change is to be implemented. Please make sure that you allow enough time for all of the necessary Security and/or firewall rule requests to be processed before submitting the broker request for implementation. You are responsible for the accuracy of the JCL and the forms that are submitted. Any errors in the forms or JCL will impact DTI's ability to process the request in a timely manner.
Application Developer	The application developer is responsible for the application programs and non-mainframe components required for an EntireX Broker service.

ORDERING & PROVISIONING

This service can be ordered by submitting the required forms per the business process instructions.

RATES & BILLING

FEATURES	BASE RATE	
EntireX Broker	EntireX Broker charges are related to MVS and ADABAS charges as follows:	
MVS time	CPU time utilized measured by SMF	0.463558/second
ADABAS	Adabas time utilized measured by SMF	0.000106/thousand units

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[DTI Enterprise Standards & Policies](#)

- Acceptable Use Policy
- Application Programming Language
- Coordinated Software Purchase Policy
- Data Classification
- Data Integration
- Middleware
- Secure File Transport
- Software
- State of Delaware Information Security Policy (DISP)
- Systems Architecture Standard
- Systems Environment Standard

[DTI Forms](#)

- DTI Job Entry

[DTI Business Processes](#)

- EntireX Broker Request Process



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EntireX Broker Service Request Form
Establishing an ACF2 Account

[ServiceNow](#)

GENERAL SERVICE LEVELS & METRICS

SERVICE TYPE		PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
New Broker Request	Request processing and system configuration	5 business days	11 business days

Last Update: 10/22/15
Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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E-PAYMENT

In order to accept online payments, an agency must obtain a Merchant Account with the State's bank so the first step in implementing any e-payment solution is to contact the [Office of the State Treasurer](#) to set up a meeting to discuss the appropriate online payment type for your application's users. A State Agency Credit Card Application will need to be filled out by the agency for the Treasurer's Office.

An agency may choose to use DTI's [E-Payment](#) solution as an optional electronic payment service for agency web applications. This service is intended for State of Delaware entities seeking to develop web based applications with a payment component. By law, all applications with an e-payment component must be reviewed and approved by the Department of Technology and Information.

FEATURES INCLUDED

The Govolution "Velocity Payment System" (VPS) enables organizations to securely accept credit card payments through their own websites. Six products from Govolution's VPS suite are offered to process e-Payments. These options will offer the most flexibility for the organizations to successfully implement a web application:

Shopping Cart	Enables clients to quickly deploy online sales on the State shopping site, shop.delaware.gov.
Integrated Web Payment (V-Relay)	A flexible, public-facing payment interface allowing the client to process payments by outsourcing the payment process to Govolution. The transaction is seamless to the citizen.
Gateway (V-Link)	A message-based programming interface that enables the client to process payments using their existing mainframe and/or client-server applications. This product will allow the client to delay the payment process until such time that the transaction is ready for payment.
Basic Web Payments (V-Portal)	Enables clients to offer end user access to payment collections electronically on the Internet by web-enabling simple payment processes which captures a customer specified payment identifier.
IVR (V-TPS)	Communicates with the main database to obtain information for the payee dialing in, interfaces with the VPS to complete the credit card transaction and updates the client's database. V-TPS can support multiple languages using the same call flow. This product does require additional costs for the client.
Virtual Terminal (V-POS)	A full-featured, over the counter, web-based point-of-sale (POS) interface for clerk and customer service operations.

FEATURE NOT INCLUDED

	No assumptions should be made about any feature or capability omitted.
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DTI RESPONSIBILITIES



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Facilitation	Facilitate communication between the vendor and the agency and assist with customer order questions.		
Documentation	Provide forms and documentation		
HTML/Branding assistance	If assistance with HTML/Branding is needed please contact the DTI_Webmaster (MailBox Resources) at DTI_Webmaster@state.de.us .		
AGENCY RESPONSIBILITIES			
Merchant Account	Contact the Office of the State Treasurer .		
Business Requirements and/or Business Case Summary	Define business requirements as defined in the e-payment process overview flow.		
Govolution Solution - Forms	Complete required paperwork related to requested services.		
ORDERING & PROVISIONING			
For more information, contact Karen Esposito, Applications Delivery Team Leader, at Karen.Esposito@state.de.us or Curtis Kozielec, Applications Delivery Manager at Curtis.Kozielec@state.de.us .			
RATES & BILLING			
There are no costs to the agency for this service.			
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION			
<p>Forms for DTI:</p> <ul style="list-style-type: none"> Basic Web Startup form Cart Request form Excel Spreadsheet Integrated Web Payment form Electronic Payment Startup form Project Completion Signoff form Velocity Web Payments Decision Tree VPS Test Processor VPS Release Notes v5.0 <p>Application Programming Interfaces (APIs) Specification Forms:</p> <ul style="list-style-type: none"> V-Relay v2.2 API V-Exchange v1.0.2 API V-Link API Specification v2.0.7 V-Portal v1.5 API 			
GENERAL SERVICE LEVELS & METRICS			
SERVICE TYPE	DESCRIPTION	PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
New Broker Request	Request processing and system configuration	5 business days	5-11 business days
Last Update: 12/15/15			
Send additions, corrections or suggestions to the attention of the DTI OCM Team .			



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E-RECORDS REQUEST (AKA E-RESOURCE RECORD)

E-Resource Records requests provide a controlled process for obtaining access to individual e-resource records. 29 Delaware Code §502(a) defines the use of these e-resources as “public records.” The state, through its “Acceptable Use Policy”, makes it perfectly clear that use of e-resources create public records with no guarantee of privacy.

29 Delaware Code §502 (7) defines a “public record” as “any document, book, photographic image, electronic data recording, paper, sound recording or other material regardless of physical form or characteristics, including electronic records created or maintained in electronic information systems, made, used, produced, composed, drafted or otherwise compiled or collected or received in connection with the transaction of public business or in any way related to public purposes by any officer or employee of this State or any political subdivision thereof.”

Because email messages and website source files meet the definition of a record as they are “made or received pursuant to the law or ordinance in connection with the transaction of public business.” all provisions of the Delaware Public Records Law (29 Delaware Code §501-526) apply.

DTI RESPONSIBILITIES

E-Records Request Management

The primary responsibilities of the Department of Technology and Information is neither investigative nor disciplinary; however, if in the normal course of business DTI finds that the State’s resources and privileges are abused or otherwise threatened, the staff will take appropriate steps.

In order to comply with the Delaware Public Records Law (29 Delaware Code §501-526), DTI makes and retains copies of these transactions for the appropriate retention schedules. State e-mail is retained for a period of 12 months. At a minimum, we keep Internet access logs and inbound and outbound telephone call history for Enterprise voice customers for a period of 3 months. Users should be aware that electronic data, software, and communications files are archived. Items that were deleted may be preserved and retrieved if necessary.

DTI will cooperate with any agency/organization, as users of these resources, should they have a need to have access to these records in cases where the agency/organization needs to comply with Freedom of Information Act, to comply with an Audit, to comply with a Court Order, or for non-consensual access of individual records to meet legitimate operational or management purposes.

Subpoena's - If DTI is compelled, under law, to disclose, copy, or transmit any agency information, DTI shall, prior to making such disclosure, reproduction, or transmittal, notify the agency of the intended action. In such situations, unless



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	notice to the agency is precluded by the terms of the subpoena or the request, or unless the requesting Court or agency will provide direct notice to the agency of the subpoena or the request for production, the DTI shall inform the agency of the receipt of the subpoena or the request for production.
Noted exception:	As it pertains to email sent from a State, Legislative Hall email account, epilogue restrictions will be applied according to HOUSE BILL NO. 45 Section 93. Notwithstanding any provisions of the Delaware Code to the contrary, the Delaware Department of Technology and Information is hereby prohibited from accessing or providing a legislator’s e-mails or phone calls upon the request of another state department or agency, or branch of state government, except pursuant to the consent of the legislator, an Attorney General subpoena or a search warrant or other court order.
AGENCY RESPONSIBILITIES	
Requester	Select individuals within the requesting organization who would ensure their organization follows this policy and associated processes when requesting information. In most cases it will be the organization's Information Resource Manager (IRM), or Director Level and above who will coordinate this request. In all cases the Requester is expected to have the support of the organization's Authorizing Official before initiating this request.
Electronic Access Authorizing Officials	Only Electronic Access Authorizing Officials may request access and forwarding of electronic communication records. An alternative, higher-level permission will be obtained for individuals with a direct reporting relationship to an authorizing official. Electronic Access Authorizing Official – The Agency /Organization head or their designee. Substitutes require a letter on file in DTI. <ul style="list-style-type: none"> - Cabinet Secretaries –Executive Branch - Controller -Legislative Branch - Chief Justice –Justice Branch - School Superintendents (users of the state education network) - Federal and Local Government Users – these require signatures from the highest ranking member of the organization.
Request	Requests will be in writing and should be made only (a) when required by and consistent with law, (b) when there is substantiated reason to believe that violations of policy or law have taken place, or (c) when required to meet time-



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	dependent, critical operational needs. Written requests must be submitted using the "Records Request" form.	
ORDERING & PROVISIONING		
Agency authorizing official submits request to disclose individual user E-Resource Records to the DTI Chief Information Officer (CIO).		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
E-Records Requests	Included in base package	See Telecommunications Core Service Package
Freedom of Information Act (FOIA)	FOIA requests and more complex requests may be charged a fee to cover DTI costs.	Quote will be provided to requester
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
Forms E-Records Request Form E-Records Request Policy State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP)		
Last Update: 12/14/2015		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



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EXPENSE MANAGEMENT SYSTEM (EMS)

Also known as Telephone Billing or Telecommunications Cost Management System (TCMS). EMS is an enterprise web based application for 1) ordering telecommunications services (voice services and data circuits) and 2) for viewing/creating telephone billing backup reports. Each State organization should have at least one person authorized to make requests for a new telephone line, circuit, etc. and to view billing details.

FEATURES INCLUDED

Enterprise tool for requesting and managing telecommunication services/goods	Requests are entered and routed through their completion in one system. DTI monitors progress and the respective parties update the request as it progresses through the workflow.
Detailed billing data is presented as backup to the monthly invoice	EMS provides detailed billing reports that are a backup to the FSF generated invoice that the customer receives. The EMS system collects usage and cost information and presents a report and enhanced details showing what telecommunication resources were consumed and by whom. Various levels of online data (summary or drill down) lists phone lines, circuits, addresses, long distance usage, etc. that was billed to each cost center.
Flexibility in viewing and presenting data	Allows the end- user to create customized reports, summary or detailed. Also allows users to schedule reports and receive them via email.
Data retention or data availability range	Data is available for 18 months.
Controlled access	Each authorized user is provided access, based on their role, to their billing information for their cost center. Access is provided when a completed Request For Access Form is received by DTI.

FEATURES NOT INCLUDED

Excluded services/products	Charges for services other than voice and data are not included in this billing system. See Technology Cost Management System for additional information on how DTI charges back for other IT services.
Requests for repairs	Requests to repair voice or data circuits are not submitted in this system; the Service Desk must be contacted.
Invoices	Invoices are not generated in the EMS; The Department of Finance, through First State Financials (FSF) generates the invoice for payment. EMS provides the backup detail for the invoice (IV).

DTI RESPONSIBILITIES



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Monitors requests	DTI will monitor requests to ensure each request is completed and note progress or delays.
Update billable products/services	DTI will define new, adjust, or remove/suppress billable products or services.
Manage system users	DTI's EMS Administrator will add, modify, or delete users and perform an account cleanup periodically.
Customer support	A real person is available to take your calls and answer your questions during normal work hours.
Training	DTI provides user guides and personal instruction as requested.

AGENCY RESPONSIBILITIES

Access management	Each State and K12 organization is responsible for ensuring that at least one person is authorized to access EMS, the Telephone billing system information. A new Request For Access Form must be submitted to add, change, or delete a user's access.
Request service/goods	The agency is responsible for requesting MACD (moves, adds, changes and deletes) for telecommunications services such as POTS/telephone line/circuit/etc. through EMS, the Telephone Billing System.
Report outages and repairs	If unsure whether or not an issue is a repair or work order which will require a service request and approval through EMS, contact the 24/7 DTI Service Desk for assistance.

ORDERING & PROVISIONING

To request new or modified access to EMS, the Requester/ISO completes the Access Request Form found on DTI's Extranet/ Forms page. The completed form should be forwarded to the agency's ISO for approval then forwarded to James.Caldwell@state.de.us User will be notified that access is established/modified; credentials and a user guide will be supplied to new users.

If the system is unavailable or you need technical support contact the [DTI Service Desk](#).

If passwords need to be reset, contact James Caldwell 739-9814 or John Cook 739-9679.

RATES & BILLING.

FEATURES	DESCRIPTION	BASE RATE
EMS system usage	Authorized users may order goods/services and/or view the details of the monthly billing.	There is no fee to use this system
Services/Good requested through this system	EMS, the Telephone billing system collects, calculates, and aggregates telecommunication costs.	The costs associated with the goods/services ordered through this system are billed back to the



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		customer through the FSF Invoice at the prevailing rate.
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
<p><u>Forms</u></p> <p style="padding-left: 40px;">Expense Management System (EMS) Access Request Form</p> <p><u>Guides</u></p> <p style="padding-left: 40px;">User Guides are provided upon initial access request</p> <p><u>State Enterprise Standards and Policies</u></p> <p style="padding-left: 40px;">Acceptable Use Policy</p>		
<p><small>Last Update: 1/14/2016</small></p> <p><small><i>Send additions, corrections or suggestions to the attention of the DTI OCM Team.</i></small></p>		



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GEOGRAPHIC INFORMATION SYSTEMS (GIS) SERVICES

DTI offers a variety of geographic information systems (GIS) support services ranging from licensing to web application hosting.

FEATURES INCLUDED

FIRSTMAP

An enterprise GIS is the realization of the vision of the Delaware GIS Community for a self-service GIS for sharing data among State organizations, academia, local governments, and the general public. It allows for a central repository of services that share the most current data available. The list of what is available continues to evolve as additional capabilities and services are added.

	Data Storage
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	Map Service hosting
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	Data sharing through the OpenData cloud application
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	State of DE ArcGIS Online Organization
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	Web Map creation and hosting
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GENERAL GIS

	GIS Application Development, hosting and maintenance
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	Vendor Management
--	-------------------

	Enterprise License Agreement
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	ArcGIS Desktop License Server
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	Subject Matter Expertise
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FEATURES NOT INCLUDED

Data Maintenance	Data maintenance remains the responsibility of the data owners for both offerings. DTI will store, refresh and facilitate sharing, but is not responsible for updates to the actual data.
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DTI RESPONSIBILITIES

FirstMap	Provide/host the technology to support the business functions. Focus primarily (but not necessarily solely) on the technical administration of GIS technology and software contracts. Support the availability of shared services developed by the GIS community to aid in the reduction of redundancy. Maintain the technology to current industry standards. Provide notification of any changes to or removal of map services.
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GIS Application Development	New requests and enhancement requests not already covered in a Service Level Agreement will go through a Rough Order of Magnitude (ROM) cost estimating process for presentation to the customer prior to entering into a
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	contract with DTI for any services included in the scope of application development and support.
Enterprise Licensing Agreement	Provide enterprise wide software licensing for Esri products. Negotiate the terms and conditions of the agreement with the vendor and handle administration of the contract.
Enterprise License Server	Maintain an enterprise wide ArcGIS Desktop concurrent license server to support state agencies that use ArcGIS Desktop. Maintain a sufficient level of licensing to support the needs of the user community.
Vendor Management	Work with vendors for third-party GIS applications to coordinate implementations, enhancements and maintenance.
Subject Matter Expertise	Maintain in-house expertise to advise customers on GIS technologies, provide ad hoc support for small projects and mentoring for new customers. Create map service definitions (.mxd's) for agencies that do not have the capabilities to provide themselves.
Training	Coordinate in-house and online training classes for GIS software products supported by the Esri enterprise license agreement AND FirstMap infrastructure.
AGENCY RESPONSIBILITIES	
Data Maintenance	Data owners agree to ensure that data kept in the FirstMap data repository is kept current and to notify DTI when the data have been updated. Data Owners are also asked to complete a Data Dictionary Questionnaire for any data shared within FirstMap. Data owners also agree to provide detailed and accurate metadata for the data provided.
ArcGIS Organizations	Customers with ArcGIS Online accounts agree to provide DTI with an administrator account in order to ensure ESRI license compliance.
Enterprise GIS	Customers will cooperate to utilize the State's enterprise GIS infrastructure as opposed to creating new infrastructures and sharing their datasets.
Service Creation	Customers who are able to can provide DTI with service definition (.mxd) files with the configuration of the services they wish to have hosted on FirstMap.
ORDERING & PROVISIONING	
Service can be requested by contacting FirstMap@state.de.us .	
A business case may be required. Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests.	



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RATES & BILLING			
FEATURES		BASE RATE	
Esri Licensing	Agencies are charged back for the use of Esri licenses.	Appendix A - ESRI Product Pricing Structure For the Fiscal Years 2014-2016	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION			
<p>State Enterprise Standards and Policies Geographic Information System Standard</p> <p>FirstMap First Map user documentation Get Started First Map Quick Reference Sheet Frequently Asked Questions</p> <p>Other Information Data Dictionary Questionnaire: will be provided to agencies who wish to share data. Contact FirstMap@state.de.us.</p>			
GENERAL SERVICE LEVELS & METRICS			
SERVICE TYPE		PERFORMANCE TARGET	DEFINITION
Push data updates from private to public database.	Customer notifies DTI that data has been updated and needs to be pushed to public.	2 business days	Response time to e-mail notification from customer.
New Service Publishing	Customer provides service definition and associated data to DTI, or works with DTI to create the service definition	5 business days	Response time to e-mail notification from customer.
Existing Service Change (minor)	Customer notifies DTI of a minor service change.	2 business days	Response time to e-mail notification from customer.
Existing Service Change (major) and/or removal	Customer requests a major service change or removal.	30 calendar days	
License generation	Obtain license file from Esri for any software that has been purchased through the Enterprise License Agreement.	2 business days from the time that the contract has been signed.	Response time to e-mail notification of contract approval.



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Register data with ArcGIS Online and Open Data	Upon approval or request from the customer to share data with public and make available for download.	2 business days	Response time to e-mail notification from customer.
Last Update: 7/15/2016			
<i>Send additions, corrections or suggestions to the attention of the DTI OCM Team.</i>			



DTI Catalog of Products and Services

INCIDENT MANAGEMENT – DTI SERVICE DESK

The DTI Service Desk is the initial point of contact for receiving customer reported incidents, service requests and general inquiries. We operate 24/7 to provide guidance and the rapid restoration of services. The Service Desk is contacted by the business staff of our IT Centralized (ITC) partners and the IT personnel of our Non-ITC partners. Specialists document incidents and requests into the IT service management tool and either resolve the issue or escalate it to the appropriate tier of support.

FEATURE

Service Desk – ITC and Non-ITC	24 x 7 availability
Incident Management	Creation and submission of all incident tickets.
	Ensure initial troubleshooting has been completed.
	Thoroughly document all interaction within the incident ticket.
	All incident tickets are managed throughout their entire lifecycle by Service Desk.
	Continual communication of incident status to customer, until the ticket is resolved to the customer’s satisfaction.
	Engagement of additional technical support resources and escalate, as needed.
Service Desk – ITC only	Troubleshoot and actively resolve first tier and local issues.
Downtime Notification List	Subscribe or Unsubscribe (available to all State and K12 users)

DTI RESPONSIBILITIES

24 x 7 availability
Creation and submission of all incident tickets.
Ensure initial troubleshooting has been completed.
Manage the incident ticket throughout the entire lifecycle.
Continual communication of incident status to customer.
Engagement of additional technical support resources and escalate, as needed.

AGENCY RESPONSIBILITIES

Assistance to technician in understanding the business impact of the reported incident or request.
Demonstration of specific software operation or problem to the technician.
Accurate information such as location, contact and alternate contact.
Provide ticket number when requesting information on open issue (provided via e-mail upon creation).
Access to and availability of systems and components involved.
Timely response to requests for additional information.
Contact the Service Desk via phone for all urgent issues.



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Where applicable Non-ITC partners must eliminate and validate that local troubleshooting steps are complete.

CONTACTING THE SERVICE DESK

To report an incident or make inquiries contact the [DTI Service Desk](#). If your issue is urgent please call.

When contacting the Service Desk please provide as much information as possible such as:

- Your name, phone, number and e-mail address
- Agency, school or entity where you work
- Whether the issue affects one user, many users, or an entire agency.
- The business impact, include critical applications affected
- How long it has been an issue
- Specific details about the problem and include things like application name and username.

Prior to calling about an enterprise outage, please check the [downtime list](#) to see if it has already been reported.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Acceptable Use Policy
- Coordinated Software Purchases Policy
- State of Delaware Information Security Policy (DISP)
- Strong Password Standard
- VPN Policy
- Software Policy

GENERAL SERVICE LEVELS & METRICS

See below

Service Level Objectives

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 One or Severity Two in compliance with the documented DTI Incident Management Procedures. This includes initial response, escalation and impact resolution.



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EXCEPTION	Incidents that are initially categorized as Severity One or Two, but are subsequently changed to a lower severity level may be excluded from the metrics calculations.		
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 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 effect on the State’s ability to carry on business.	96 hours (4 days)	Every two business days until resolution	90%



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Level 5 MINIMAL – loss of this business function does not have a direct impact on the department’s ability to do business.	120 hours (five days)	Every 2.5 business days until resolution	90%
Last Update: 12/17/2015			
Send additions, corrections or suggestions to the attention of the DTI OCM Team .			



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LICENSING (ENTERPRISE)

DTI continues to look for ways to reduce costs and standardize services through contract and vendor management. The state has benefitted by leveraging software, hardware, licensing, through service agreements such as those with Microsoft, VMware, Oracle, Strohl, SunGard, ESRI, etc.

ORDERING & PROVISIONING

LICENSED PRODUCT	DESCRIPTION – WHO CAN USE THIS PRODUCT?	DTI PRODUCT OR SERVICE AREA
The following software products/types are available through existing negotiated agreements and therefore shall be coordinated through DTI. Any exceptions require approval from the State CIO.		
Antivirus Software	Users with a state email address	Telecommunications Core Service Package
Business Continuity and DR Planning Software	Plan Building and Disaster Recovery Agreements	Continuity of Operations Planning Consolidation and Services
E-mail Encryption Software	Users with a state email address	Telecommunications Core Service Package
Email or Electronic Messaging Software	Users with a state email address and authorized recipients	Telecommunications Core Service Package
Geographic Information Systems Mapping Software	GIS Community	Geographic Information Systems Services
Microsoft Home Use Program	Enter your work email to see if you are eligible for the Home Use Program	http://www.microsoft.com/hupus/home.aspx
VMWare	DTI has entered into an enterprise licensing agreement with VMware. State agencies can acquire VMware through this agreement at a significant discount.	VMWare Licensing
LICENSED PRODUCT		
The following software products/types are purchased in significant quantities across the State. DTI therefore recommends organizations requiring these products/types coordinate through DTI to ensure all purchasing opportunities are realized.		
Application Server Software	Application server software includes products like IBM's WebSphere and Oracle's WebLogic which are used to host custom and/or COTS software applications.	



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Authentication Software	Authentication software includes network protocol solutions used to control and track centralized access, authorization and accounting management for people or computers. (e.g. wireless network credentialing)
Enterprise Resource Planning Software (ERP)	ERP software provides broad-use solutions designed to coordinate all activities necessary to complete business processes. (e.g. financials, shipping, project management, human resources, customer relationship management)
Secure Mainframe Terminal Emulation Software	Secure 3270 Terminal emulation software provides the ability to access applications hosted on the State's mainframes via a green screen. DTI has negotiated pricing on Jolly Giant Software Inc., QWS3270.
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
<p>Enterprise Policies and Standards</p> <p>Coordinated Software Purchase Policy Software Policy</p> <p>Tools/Links</p> <p>Antivirus Software Exchange</p> <ul style="list-style-type: none"> ○ OWA Versions ○ Mailbox Storage ○ User Moves ○ Resource Mailbox ○ Browser Support ○ Outlook Help <p>Egress E-mail Encryption Secure Mail Utility Windows Update Service (WSUS) / Server Deployment</p>	
Last Update: 9/06/2017	
Send additions, corrections or suggestions to the attention of the DTI OCM Team .	



DTI Catalog of Products and Services

MAINFRAME SERVICES

DTI hosts a state-of-the-art International Business Machines (IBM) mainframe with sufficient capacity to support existing systems and provide excellent interactive response times. There are many benefits of mainframe-based systems, most notably high availability, high performance, and rapid recoverability. Requests for new systems or major enhancements to existing systems are accepted and encouraged for the William Penn Data Center (Dover, DE) mainframe location. DTI provides continuous 24x7 operations at the William Penn Data Center.

FEATURES INCLUDED

Operational Environment	Secure, reliable data center with electrical power provision, including backup power generator, connectivity with redundancy, cooling, facility maintenance contracts, security, 24x7 attendant services, and fire protection.
Technical Support	Includes platform administration and software patch/version management.
Production Support	Daily processing and production scheduling.
Configuration Management	Configured with all of the standard IBM operating system features.
IT Service Management	Incident management, problem management, change control, and service level management services are included and required.
Operational Performance and Systems Monitoring	The 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. The system is monitored by sophisticated tools that include automated notifications for significant events and capacity/performance issues.
Storage, Backups and Tape Vaulting	The disk, tape, and virtual tape subsystems are kept up-to-date. Nightly backups are taken for disaster recovery. Other data is backed up weekly. Off-site storage of archival data is available at the published rates.
Disaster Recovery	Regularly scheduled drills to achieve full production recovery.
Mainframe Application Development and Enhancements	Mainframe Application development and application enhancements are available by request as agreed to under a related service level agreement.

FEATURES NOT INCLUDED

Disaster Recovery	Non-production environments are not typically included in DR efforts/events.
Report Development/Access	Not part of base product – see DocumentDirect Mainframe Reporting
EntireX Broker Services	Not part of base product – see EntireX Broker Request (Mainframe)
Application Development	Not part of base product – see Systems Development and Support

DTI RESPONSIBILITIES



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Downtime Management	DTI is committed to scheduling maintenance downtimes in the best interest of the State as a whole. Downtime is scheduled every other Monday from 02:00-04:00 for routine maintenance and needed changes. Other downtime 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.	
Role Based Security Access Control	Customer and third-party support personnel will not be granted server level access to DTI- managed systems.	
AGENCY RESPONSIBILITIES		
Application Development	Programming services are the responsibility of the agency unless application development services are requested.	
Downtime Windows	Provide DTI with preferred downtime windows.	
	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.	
ORDERING & PROVISIONING		
Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests. For technical Support contact the DTI Service Desk . New application development and hosting requires the submission of a Business Case.		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
MVS time	CPU time utilized measured by SMF	0.463558/second
CICS time	CICS time utilized measured by SMF	0.235229/second



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ADABAS	Adabas time utilized measured by SMF	0.000106/thousand units
Mainframe consulting		\$97.00 per hour
Application Development and Enhancement Services	Category 1 Category 2	\$70.00 per hour \$90.00 per hour
Disaster Recovery and Business Continuity Services		\$80.00-100.00 per hour

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

Acceptable Use Policy
 Application Programming Language
 Data Center
 Data Classification
 Data Integration
 Data Management
 Data Modeling
 Database Management System
 Disposal of Electronic Equipment/Storage Media
 Encryption Key Management Policy
 Middleware
 Reporting and Data Warehouse
 Secure 3270 Emulator
 Secure File Transport
 Server Operating System
 Software
 State of Delaware Information Security Policy (DISP)
 Strong Password
 Systems Architecture Standard
 Systems Environment Standard

[DTI Forms](#)

Adabas Request
 Delete Job
 DocumentDirect Add/Modify/Delete Access
 DocumentDirect Report Request
 DTI Job Entry
 EntireX Broker Request Process
 Establishing an ACF2 Account
 Production Job Schedule Request
 Tape Library – Biggs
 Tape Library – William Penn

[Mainframe Security Requests](#)

Create Natural Group
 Create or Update Access for ID
 Update / Delete Logon ID
 Link logon ID to Natural Group
 Link Natural Group to Natural Library



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Link ADABAS file to Natural Library
 Link logon ID to CICS Transaction
 Link Printer to CICS Region
 Permit logon ID to access dataset(s)

Downtime Notification List Service

[Subscribe](#) or [Unsubscribe](#)

GENERAL SERVICE LEVELS & METRICS

SERVICE DEFINITION – MAINFRAME	This monthly metric provides a measure of the users' perception of mainframe production system availability. The reports are the combined availability percentage of Transmission Control Protocol/Internet Protocol (TCP/IP), the production databases, and the production CICS regions for the prime hours of Monday through Friday 07:00-19:00.
AVAILABILITY	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	DTI-managed mainframe systems will achieve actual availability exceeding 99.8% of scheduled availability based on a performance target of Sun.-Sat, 00:00-24:00.
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 Definition - Mainframe Services	DTI is committed to processing customer service requests in a timely manner. Due to the complexity and non-uniformity of new mainframe system requests, no general service metric can be defined.
Service Definition - Security Requests	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 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 Mainframe Service request category as stated below in Performance Target and Minimum Performance Metric. This is based on a performance target of Mon.-Fri, 08:00-16:30; within 12 business hours.

Last Update: 12/17/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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MESSAGING	
DTI provides reliable and consistent messaging services for State (MS Exchange) and K12 (MS Office 365) users.	
FEATURES INCLUDED	
E-Mail Services - MS Exchange(State ONLY)	
DTI provides E-mail services for State users (i.e. excludes K12) via a Microsoft Exchange service.	
ELECTRONIC E-MAIL AND CALENDARING	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.
Measures to safeguard personally identifiable information	Beginning October 19th, 2015 the state email system was configured to detect, block and return to sender all unencrypted email that contains 16 digit credit card numbers. The return email will also have instructions for encrypting the email, masking the numbers or reporting a false positive detection.
Message and calendar recovery service	The ability to restore messaging and calendar data that has been lost, accidentally deleted, corrupted or made inaccessible for any reason.
Centralized mail server administration	Central administration can refer both to people within a department as well as consoles, applications, and other tools that help its function.
Mailbox storage	See Exchange Mailbox Storage
Centralized Calendaring	Spend less time planning and scheduling with shareable calendars that integrate seamlessly with mail, Skype for Business and other functionality.
Mail Server Research and Development	Activities DTI employs with the intention of discovery that either leads to the development of new products or procedures, or to improving existing products or procedures specifically in the area of the state messaging services.
Public Folder Capabilities	Public folders for shared access provide an easy and effective way to collect, organize, and share information with other people in your workgroup or organization. Public folders are hierarchically organized, stored in dedicated databases, and can be replicated between servers running Exchange. Exchange public folders are not designed for archiving or documents sharing and collaboration.
E-Records Request Management	PURSUANT TO THE DELAWARE FREEDOM OF INFORMATION ACT 29 Del. C. ch. 100 – DTI processes request for electronic records. See E-Records Requests for additional information.
Broadcast messaging/announcements	To request a broadcast message/announcement E-Mail to other state agencies, send your intended message to Broadcast@lists.state.de.us . The message should



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	<p>be formatted exactly the way you want it presented. Please include your contact information (name, agency, and E-Mail/phone), along with the intended message. Once it has been reviewed and approved, DTI will send the broadcast E-Mail to a designated list of agency representatives (in most cases, the agency Public Information Officer (PIO)). If the message adheres to the agency's policies and practices, the agency will broadcast the message to their employees.</p>
ACTIVE SYNC	<p>Exchange ActiveSync is a Microsoft Exchange synchronization protocol that's optimized to work together with high-latency and low-bandwidth networks. The protocol, based on HTTP and XML, lets mobile phones access an organization's information on a server that's running Microsoft Exchange. Exchange ActiveSync enables mobile phone users to access their email, calendar, contacts, and tasks, and to continue to access this information while they're working offline.</p>
MOBILE DEVICE MANAGEMENT (MDM)	<p>Mobile Device Management is provided through VMWare's AirWatch and is available for state owned devices ONLY because there is a need for more security than our standard Active Sync solution provides. AirWatch allows the State to address challenges associated managing state information accessed on mobile devices by providing a simplified, efficient way to view and manage devices from the central admin console. Devices are enrolled in the enterprise environment quickly, allowing the configuration and update of device settings over-the-air, and securing the mobile devices.</p>
OUTLOOK WEB ACCESS (AKA WEB MAIL)	<p>State employees can access their State email and calendar using ANY computer in the world with an active connection to the public Internet. If you can access delaware.gov and/or google.com, you can access your State email by entering https://owa.state.de.us in your address bar. Enter your normal state login information. DTI suggests adding https://owa.state.de.us as a favorite or bookmark within your web browser for quick reference.</p>
ENTERPRISE FAX SERVICE (EFS)	<p>EFS uses Omtool, Ltd., AccuRoute Fax Over Internet Protocol (FOIP), a core Windows enterprise application offering that allows inbound faxes to route to a user's Exchange mailbox or resource account. Users can fax directly from Outlook, Desktop Client, or a Web Interface. AccuRoute can help increase workflow efficiency by making it simpler to convert hard copy documents into electronic files that are easier and cheaper to transfer and distribute. The use of EFS reduces the need for Centrex line for standalone fax machines and removes the need for consumables such as paper and toner. For additional information see Enterprise Fax Service (EFS).</p>



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<p>SKYPE FOR BUSINESS – Conferencing and Content Sharing Service</p>	<p>DTI provides reliable and consistent messaging service for State users. Skype for Business is part of DTI Core Services. The Skype application allows users to instant message (IM), video or audio chat, schedule a Skype Meeting, conference call or host a content/desktop sharing session. This is a Microsoft feature that can be used by any State Employee with Skype. There is an optional plug-in for Microsoft Office Outlook allows the same Skype features to be accessed directly from Outlook. See Skype for Business for additional information.</p> <p>Maximum of 250 participants – including internal and external users.</p> <p>A meeting can be initiated from a computer off or on the state network.</p> <p>Playback control/recording built into Skype</p>
<p>E-MAIL ENCRYPTION (SECURE E-MAIL)</p>	<p>The ability to securely exchange nonpublic information via E-Mail is a valuable benefit for many users. DTI provides, for Exchange E-Mail users only, a facility for secure exchange of E-Mails. This facility can be used between other state Exchange users as well as with pre-registered users outside the state. The service is provided via Egress, 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.</p>
<p>DIRECTORY SERVICES</p>	<p>DTI provides an enterprise-scoped directory service available to all state and K12 users. The service is provided via LDAP services (Lightweight Directory Access Protocol). 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.</p>
<p>MS Office 365 (K12 ONLY)</p>	
<p>DTI provides E-Mail services for K12 users via the Microsoft Office 365 service.</p>	
<p>Basic mail services with a web access component</p>	
<p>This Microsoft cloud 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.</p>	
<p>Skype is available for teachers and administrators</p>	
<p>ORDERING & PROVISIONING</p>	
<p>E-mail Accounts (State and K12 Users) - E-Mail account requests (add/change/delete) should be directed to your organization’s or Information Security Officer.</p>	



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Outlook Web Access (OWA) - If you can access delaware.gov and/or google.com, you can access your State email by entering <https://owa.state.de.us> in your address bar. Enter your normal state login information. DTI suggests adding <https://owa.state.de.us> as a favorite or bookmark within your web browser for quick reference.

Enterprise Fax Service (State Only) – Enterprise Fax Service 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.

Skype for Business (State Only) - If an agency does not have Skype for Business, the Customer’s Network Administrator is to submit a request to the DTI Service Desk.

AGENCY RESPONSIBILITIES

Protection of Personally Identifiable Information (PII)	As State employees, we are all responsible for the protection of Delawarean’s confidential information captured in state systems in the course of delivering services. It is critically important that we take every precaution to safeguard the personally identifiable information (PII) of what in effect constitutes our family members, friends and neighbors. This includes credit card numbers, social security numbers, health information, dates of birth or other PII that could be used in identity theft or fraud. All e-mails containing confidential information must either be encrypted or the sensitive information must be masked. This applies even when a citizen or third party has provided the information to us. Additionally, our vendor partners and third-party providers are equally responsible for protecting sensitive data and we must hold them accountable to these standards too.
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State Enterprise Standards and Policies	As State employees, we are all responsible for compliance with State Policies and Standards. Additional policies and standards may be required at each specific agency or school district.
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RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
State Electronic E-Mail and Calendaring	Included in base package	See Telecommunications Core Service Package

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[eSecurity Tools and Tips](#)

[State Enterprise Standards and Policies](#)

- Acceptable Use Policy
- Social Media Policy
- State of Delaware Information Security Policy (DISP)
- Remote Access Standard



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Secure Email Standard
 Strong Password Standard
 VPN Policy

[ISO Forms](#)

Enterprise Fax Service
 Network Access for Personal Mobile Device
 Network Access for State-Issued Mobile Device (DTI)

GENERAL SERVICE LEVELS & METRICS

SERVICE TYPE	SERVICE MEASURE	PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
*Exchange Availability	Availability	Sun-Sat, 00:00-24:00	99.8%

*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. EXCEPTION: Outages on non-working days that are scheduled according to published guidelines and advance notice will not be part of the availability calculations.

Last Update: 12/14/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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NETWORK SECURITY	
<p>DTI provides planning, design, implementation, detection, and other services to secure the State and K12 networks and the other telecommunications services. 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.</p>	
Protective Measures	<p>Anti-virus, spam filtering, firewall support, and Internet proxy services. DTI provides a variety of services to protect the state from malicious attacks. These are deployed and maintained diligently on the service infrastructure (E-Mail 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. Firewalls are one aspect of general protections.</p>
2 Factor Authentication	<p>Two-factor authentication is a security process in which the user provides two means of identification from separate categories of credentials for accessing resources. An authentication factor is an independent category of credential used for identity verification. The three most common categories are often described as something you know (the knowledge factor), something you have (the possession factor) and something you are (the inherence factor). For additional information visit eSecurity Tools and Tips.</p>
LAN to LAN VPN	<p>LAN-to-LAN VPNs are typically used to transparently connect geographically disparate LANs over an untrusted medium such as the public Internet.</p>
Script Logic	<p>Allows the management of Windows-based desktops and applications efficiently, thereby significantly reducing network administration costs.</p>
Preventive Measures	<p>Intrusion detection and vulnerability scanning. Detection and scanning services can identify high-risk exposures in the customer's service infrastructure. DTI will communicate 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>
User Authentication	<p>Central user authentication and secure access from outside the State network.</p>
SSL-VPN	<p>SSL-VPN extends network resources to almost any remote user through the use of their access to the Internet and a web browser. For additional information see SSL-VPN Services.</p>



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State and GuestNet (Wireless)	See Wireless Access service offering.	
ORDERING & PROVISIONING		
Network Security	Network security is part of the core package of telecommunications services provided by DTI. State and K12 Employee's should contact your Information Resource Manager , Information Security Officer , and/or Customer Engagement Specialist for additional information.	
RATES AND BILLING		
FEATURES	DESCRIPTION	BASE RATE
All Features	Included in base package	See Telecommunications Core Service Package
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
<p>State Enterprise Standards and Policies</p> <ul style="list-style-type: none"> Acceptable Use Policy Domain Naming Standards Social Media Policy Systems Architecture Standard Systems Environment Standard Wireless Policy Wireless Standard Coordinated Software Purchases Policy Portable Wireless Network Access Device Policy Server Operating Systems Standard Disclosure of Individual User e-Resource Records Policy State of Delaware Information Security Policy (DISP) Mobile Device Encryption Standard Mobile Device Management Policy Mobile Device Management Standard Remote Access Standard Secure File Transport Secure Email Standard Strong Password Standard Virus Protection Standard VPN Policy Web Application Security <p>ISO Forms</p> <ul style="list-style-type: none"> C/S Access (sftp, web hosting, server) Network Access for Personal Mobile Device Network Access for State-Issued Device (DTI) <p>eSecurity Tools and Tips</p>		
Last Update: 12/14/2015		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



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OUTPUT PRODUCTION SERVICES

DTI provides output production services in the form of high volume printed output, inserting/stuffing, meter/mailing and online storage/viewing. The services are available to systems that are housed by DTI (mainframe-based or server-based).

FEATURES INCLUDED

PRODUCTION SERVICES	Production includes printing, inserting/stuffing, meter and mailing. The services are available to systems that are housed by DTI (mainframe based or server based)
	These services are generally for high-volume workload or use of special electronic forms features.
PREPARATION SERVICES	Preparation includes printing, folding, stuffing, metering, and mailing. These services can be obtained from the mainframe or server to server by DTI.
	Output preparation is conducted in a secure manner. These services are generally for high-volume workload.
DELIVERY SERVICES	Delivery includes postage/mailing, courier coordination via Messenger Services, and online storage of reports.

FEATURES NOT INCLUDED

Report Management Documents Direct	DTI provides design, and online delivery of reports to customers. Services include secure handling of reports regardless of media and integration with other operational management systems such as job scheduling. For additional information see DocumentDirect .
Advanced Function Printing Design	For additional information see Advanced Function Printing .

DTI RESPONSIBILITIES

Process Job Requests	DTI is responsible for ensuring that the job that is received and is tested and signed off by the customer.
Testing	Testing formatting for proper printing.
Produce Jobs in a timely Manner	Production is then printed and properly processed in a timely manner per the agreement with the customer.
Standard Paper	DTI provides plain white 8 ½ X 11 White paper for printing.
Stuffing, Metering, Mailing	DTI ensures all letters are sealed with address in the envelope window and that proper metering and postage is applied.

AGENCY RESPONSIBILITIES



DTI Catalog of Products and Services

Requesting Services	Agency is responsible for communicating on to DTI 2 weeks in advance on a job that is not on the monthly job schedule. Information needed includes type of job, instructions of what is needed, the size of the job and the due date for when the job is needed.
Document Formatting	Agency is responsible for sending DTI the job formatted properly (see AFP design) via the mainframe or server based for testing by Output Management.
Specialty Paper and Envelopes	Agency is responsible for providing envelopes and any special paper for printing if different from just White 8 ½ X 11 paper. Delivery should be at least 1 week prior to job running for temperature to control (acclimation to the environment).

ORDERING & PROVISIONING

For server-to-server job requests that are not already on the schedule to run contact output_management@state.de.us (Mailbox Resource)

For mainframe jobs that are not already scheduled, a [Production Job Schedule Request](#) is required.

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
Distribution Service	Decollating, Bursting, Binding, Sorting Machine time	3.954959/minute
Postage	Actual costs incurred by DTI will be billed to the agency.	Current Presort Rate

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[Output Production Services Documentation](#)

- Production Job Schedule Request
- DTI Job Entry Microsoft Word file
- Delete Job Microsoft Word file
- Production Job Schedule Request

[State Enterprise Standards and Policies](#)

- Data Classification Policy
- State of Delaware Information Security Policy
- Building Access Security Standard
- Secure File Transport
- Strong Password Standard
- Virus Protection Standard

GENERAL SERVICE LEVELS & METRICS



DTI Catalog of Products and Services

Metrics are available by job ID by day, week, and month; quarterly, or yearly; dependent upon the frequency of the job. The information includes the Job Name and the total count of each specific job when it is ran. For more information contact output_management@state.de.us.

Last Update: 2/2/16

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

PROJECT MANAGEMENT SERVICES

DTI provides Project Management services and Project Management Office (PMO) Auxiliary Services. Project Management Services include the assignment of a Project Manager to an approved project. PMO Auxiliary Services include mentoring, training and guiding an 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.

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.

FEATURES INCLUDED	DESCRIPTION
Project Management	Project management services to include initiating, planning, executing, monitoring and controlling and closing out Information Technology projects in accordance with DTI project management standards/processes and Project Management Institute (PMI) best practices.
	Business analysis to develop clear and detailed project requirements and recommendations
	Overall project leadership and communication with stakeholders
	Coordination with DTI Organizational Change Management team for awareness/communications and training.
	Issue tracking and resolution, risk identification and mitigation, change control
	Focused delivery to meet the stakeholders expected business outcomes.
	Project Management consulting guidance and oversight.
PMO Auxiliary Services	This is a tailored service to meet the needs of the agency and includes mentoring, training, and guiding an organization’s resources in project, change, and program management related to approved projects.
FEATURES NOT INCLUDED	
	The scope of any project is agreed to in contract and project charter documents.
DTI RESPONSIBILITIES	
Project Management	As agreed to in contract and project charter documents.
PMO Auxiliary Services	As agreed to in contract and project charger documents.
AGENCY RESPONSIBILITIES	



DTI Catalog of Products and Services

	The scope of any project is agreed to in contract and project charter documents.	
ORDERING & PROVISIONING		
Project Management services should be requested in the Project Portfolio System (PPS) as part of a Business Case submittal. Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests.		
For technical Support contact the DTI Service Desk .		
For approved projects, see the assigned Project Manager.		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
Project Management	Tailored to specific projects.	100.00
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
Project Management Information Project Management Portfolio Project Execution Team Program Management Office Major Projects Quarterly Review State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP) Strong Password Standard		
Last Update: 12/17/2015		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



DTI Catalog of Products and Services

PROJECT PORTFOLIO SYSTEM

The Department of Technology and Information (DTI) has selected Planview Enterprise to provide a uniformed project portfolio management service, known as Project Portfolio System (PPS), to all state agencies. PPS is a centralized platform allowing DTI and agencies to identify, evaluate, prioritize, authorize, and control information technology (IT) projects as well as align each project to organizational strategy.

PPS is a full featured cloud-based software as a service (SaaS) portfolio and resource management solution. DTI project managers utilize PPS on all project activities from initiation, planning, execution, controlling, through closing. The resource management module gives DTI management real-time information of the organization's resource allocation and utilization that are essential for demand and capacity planning.

FEATURES INCLUDED

Project Initiation	DTI's Customer Engagement Specialists work with their assigned agencies to prepare PPS requests, referred to as Business Cases.
Benefits	PPS is used to track and manage projects
	PPS provides a statewide view of all IT related initiatives
	PPS provides dashboard views for projects in various phases
	PPS provides for analysis of project costs
	PPS is used to manage resource allocation and timekeeping activities related to the project.

DTI RESPONSIBILITIES

System Support	DTI manages and supports the infrastructure
Application Support	DTI provides Project Portfolio Managers

AGENCY RESPONSIBILITIES

Business Case Submission and Supporting Documentation	The agency is responsible for submission of a business case and all required documentation in PPS to obtain approval for technology requirements.
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ORDERING & PROVISIONING

Access to PPS requires a user ID and password which is acquired through a State Organization's (agency) Information Resource Manager (IRM). Agency IRMs have access to PPS and will work within their agency to navigate the business case process. Existing agency project managers that manage non-IT-related projects may contact their IRM to request access to PPS if they are looking for a tool for the agency to utilize to manage those projects.

DTI's [Customer Engagement Specialists](#) (CES) work with their assigned agencies to prepare these requests, referred to as Business Cases.

RATES & BILLING



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FEATURES	DESCRIPTION	BASE RATE	
The Project Portfolio System will be made available to all core agency IRMs in order to facilitate the business case review process.	DTI will fund the on-going cost for the IRM's subscriptions.	\$0	
Additional Licensing	Additional subscriptions may be provided after a comprehensive review of the agency's needs. Agencies may procure additional subscriptions if they so choose.	The current monthly cost for a PPS subscription is \$28 per month per user.	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION			
Project Portfolio System This list is subject to change – please click on the link to find the most current information.			
About PPS Login to PPS PPS Home Planview Learning Center User Access Request Improvement Request	Portfolios Major Projects Quarterly Review Forms and Templates	Resources Roles and Responsibilities Frequently Asked Questions Glossary and Acronyms	PPM Team PPM Home Organizational Chart PPM Assignments Email PPM Team
Last Update: 09/06/2017			
Send additions, corrections or suggestions to the attention of the DTI OCM Team .			



DTI Catalog of Products and Services

SERVER HOSTING – MANAGED PHYSICAL

Managed Hosting with the [DTI Data Center](#) includes DTI management of all aspects of the system including data storage on highly reliable and secure hosting platforms.

FEATURES INCLUDED

Application maintenance/support	Application layer break/fix remediation, minor system enhancements and 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	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.
Hardware provisioning	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.
License/Maintenance and Contract renewals	Ensure applicable hardware and software is covered under vendor support agreement; ensure all software is properly licensed; manage renewal process. Licenses and maintenance contracts name DTI as the responsible party. Customers will incur a chargeback for all applicable hardware and software renewals.
Monitoring Services	Perform system level monitoring and alert generation; typical monitoring components include, but are not limited to CPU utilization, disk utilization, and network connectivity.
Release Management	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.
Storage/Tape administration	Disk storage, space allocation and management, tape media acquisition, cataloging, and coordination of activities for media storage at State of Delaware’s off-site storage vendor.
System Administration	Coordination of all break/fix remediation; administration of servers; mitigation of security vulnerabilities, patch management for servers, applications, and firmware;



DTI Catalog of Products and Services

	account access administration; code migrations/promotions; system software upgrades.
Storage as a Service	Mandatory for managed servers – see features, rates, and billing information under Storage as a Service.
FEATURES NOT INCLUDED	
Third Party Access	Third party support personnel will not be granted server level access to DTI-managed systems.
DTI SUPPORT RESPONSIBILITIES	
Server management	Managed hosting includes DTI performing all aspects of server management. Including:
	Application support
	Backup and recovery
	Business continuity and disaster recovery planning & testing if elected as part of the Service Level Agreement
	Database administration
	Hardware acquisition & setup
	Hardware provisioning
	Help Desk Services
	Job scheduling
	License/maintenance contract renewals
	Monitoring services
	Output services
	Release management
	Storage/tape administration – DTI managed servers must use Storage as a Service
System administration	
Vendor management	
Disaster Recovery services	
AGENCY RESPONSIBILITIES	
Service Level Agreement (SLA)	Customers are required to enter into a Service Level Agreement with DTI, which will govern the provisioning service provided. The SLA should be executed prior to the acceptance of hardware or systems into a DTI data center facility.
ORDERING & PROVISIONING	
Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information. A business case and/or contract may be required. New requests will be reviewed for compliance during the Business Case process.	



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For technical Support contact the [DTI Service Desk](#).

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
Fiber	25 GB/2GB/1VCPU	\$245.00/per month
	50 GB/4GB/1VCPU	\$260.00/per month
	100 GB/4GB/1VCPU	\$270.00/per month
SATA	25 GB/2GB/1VCPU	\$240/month
	50 GB/4GB/1VCPU	\$250/month
	100 GB/4GB/1VCPU	\$260.00/month

The specific total costs will depend on the specifics of the system architecture. As of October 1, 2013, agencies that are general fund and Consolidated with DTI may request virtual managed server hosting from DTI at no cost to the agency. The purpose of this service is to transition existing applications that are hosted on end-of-life hardware to an up-to-date computing environment. This service includes data center hosting, computing space and management of the computing infrastructure, i.e. the operating system and necessary patches and updates. This service may not include management of the business applications running on the virtual servers.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Acceptable Use Policy
- Data Center Policy
- Disposal of Electronic Equipment and Storage Media Policy
- Remote Access Standard
- Secure File Transport
- Server Operating Systems Standard
- State of Delaware Information Security Policy (DISP)
- Strong Password Standard
- Systems Architecture Standard
- Systems Environment Standard
- VPN Policy

GENERAL SERVICE LEVELS & METRICS

SERVICE TYPE	SERVICE MEASURE	PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
Server availability	Availability	Sun-Sat, 00:00-24:00	99.8%

Last Update: 1/26/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

SERVICENOW

ServiceNow is a comprehensive IT service management tool that DTI utilizes. Among its many modules are Incident Management, Request Management, Change Management, and Problem Management. The ServiceNow Help Desk application will be made available to partnering agencies of DTI's Statewide Service Desk. DTI will fund a base number of subscriptions for each agency. This base number will be memorialized after a comprehensive review of the agency's service desk needs. Agencies that do not contract with DTI for Service Desk services can procure and implement Service Now for their own use via state contract.

Service desk staff makes every effort to process emails quickly and in concert with phone calls. However, to maximize availability of staff to address agency emergencies, telephone calls are addressed prior to issues submitted via email. Emergency issues should be reported to the Service Desk via telephone to ensure the quickest possible resolution.

FEATURES INCLUDED

INCIDENT TRACKING	Submission, tracking and management of incidents.
REQUEST TRACKING	Various types of requests are tracked and managed through the system including security, firewall rules, hardware and software procurement and password resets.
CHANGE MANAGEMENT	Change requests are submitted, tracked, and approved for implementation.
CONFIGURATION MANAGEMENT DATABASE (CMDB)	A repository of IT components and their relationships to each other comprised of systems in use by state agencies.
NOTIFICATIONS	End user/Requester notification of status changes.

DTI RESPONSIBILITIES

Provision users	The process of providing users with access to data and technology resources. The process implies that the access rights and privileges are monitored and tracked to ensure the security of an enterprise's resources.
Training	Provide end-user guides on software usage.
Licensing	Manage licensing

AGENCY RESPONSIBILITIES

Ticket management	Any 2 nd level personnel assigned tickets within ServiceNow
Ticket approvals	Procurement
User Provisioning	The agency must provide up-to-date information about agency personnel and contractors regarding system access.

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ORDERING & PROVISIONING

New Requests: contact your [Information Resource Manager](#), [Information Security Officer \(ISO\)](#), and/or [Customer Engagement Specialist](#) for additional information.

New Personnel (Contractors Only): for contractors in the role of 2nd level IT support or one of the existing service desks the agency ISO will submit an Application Access Request through ServiceNow.

Upgrade Access: if an existing user requires changes in the level of access in ServiceNow the ISO will submit an Application Access Request through ServiceNow.

Technical Support: contact the [DTI Service Desk](#).

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
Fulfiller Users	Fulfiller Users are those employees who receive service desk or change request tickets and are responsible for managing the ticket through resolution. This type of license is for users who update/perform work towards ticket resolution.	\$65 per month per user.
Approvers:	An Approver is a user of the system that has the authority to approve or deny change requests, service catalog requests and other similar requests.	\$10 per month per user.
End User:	End Users have the ability to create requests, verify ticket status, shop the service catalog, and view reports. End Users do not require a license.	\$0

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Acceptable Use Policy
- Remote Access Standard
- Secure Email Standard
- State of Delaware Information Security Policy (DISP)
- Strong Password Standard
- VPN Policy

[Service Desk](#)

- Contact Information
- Severity Level Quick Reference Guide

[ServiceNow - Service Management](#)

This list is subject to change – please click on the link to find the most current information.

About ServiceNow (SN)

- Security Requests
- Purchase Requests
- Reporting Issues
- IT Services

Features

- Homepages
- Reporting
- Email Notifications
- Ad-hoc Tickets
- Knowledge Management
- Document Management
- Live Feed

FAQ

- ISOs
- IT Management (IRM)
- Technical Personnel
- Business Personnel

SN Team

- Team Members
- Contact Information

Last Update: 09/06/2017

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

SKYPE FOR BUSINESS – CONFERENCING AND CONTENT SHARING SERVICE

DTI provides reliable and consistent messaging services for State users. Skype for Business is part of the DTI core services.

FEATURES INCLUDED

The Skype application allows users to instant message (IM); participate in video or audio chat; schedule a meeting or conference call; or to host a content/desktop sharing session. This is a Microsoft feature that can be used by any State Employee with Skype. There is an optional plug-in for Microsoft Office Outlook which allows the same Skype features to be accessed directly from Outlook.

Maximum of 250 participants

Initiate Conference from a computer on the state network

Playback control/recording built into Skype

FEATURES NOT INCLUDED

This offering is NOT Included with K12 Office 365 (O365). K12 users can use Skype for Business via Office365. Any software K12 users are entitled to via Office365 can be downloaded from the software page in the user profile. To access the user profile, the user logs in to mail with OWA (<http://outlook.k12.de.us>), clicks the gear icon in the upper right, then clicks "Office365 Settings". On the screen that comes up the user should be on the settings page, where there is a link for software. The software page contains a link for any software the user is licensed for under the O365 software agreement. For additional information contact your site administrator or Information Resource Manager.

DTI RESPONSIBILITIES

Service is offered as part of the Delaware Exchange Service on the State Network.

AGENCY RESPONSIBILITIES

Administration	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.
Version Control	Maintain acceptable version of product within agency. Users should be on the latest Skype for Business version but the three (3) versions compatible with the Jan 2016 upgrade: Skype for Business 16, Skype for Business 15, or Lync 2013. Older versions of Office Communicator and Lync 2010 are blocked from connecting to the network. Agency Technical Administrators will need to address the client versions of Lync on the devices in their organization. The Skype for Business client standalone application is available on software.state.de.us (so users can upgrade to the latest Skype for Business client without having to upgrade to Office 2013 or Office 2016).



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	Once on the software site click on the Lync Client file then select the OS to be upgraded.	
ORDERING & PROVISIONING		
End users should contact their Network Administrator or IRM if Skype for Business feature is NOT available on the end user's PC. 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 .		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
Skype for Business	Included in base package	See Telecommunication Core Service Package .
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
Conferencing Service Conferencing Users Guide (Skype)		
Last Update: 8/10/2016		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



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SOFTWARE AS A SERVICE (SAAS) - SALESFORCE

Salesforce is the leading Customer Relationship Management (CRM) software on the market today. It is a Software as a Service (SaaS) solution that can be deployed quickly and easily since it requires no on premise equipment or software. Salesforce is considered a solution rooted in CRM that has become a platform for many other types of applications (see list of Delaware implementations below). Complete robust solutions are available “out of the box” or customers can begin with a standard app (a group of tabs that works as a unit to provide application functionality) such as CRM. Standard applications can be tailored to match current work processes and complete customization can be achieved with in-house developers or an approved implementation partner.

Current Salesforce deployments within the State, as well as those under review or in progress are listed below. These implementations range from those leveraging basic CRM functionality to other custom solutions delivering mapping and online services. Additional information on some of these projects is found on the [DTI Extranet](#).

Completed Projects	Efforts in Progress
DDA: Nutrient Management Application	DOE: Scholarship Tracking Application
DEDO: CRM Application	OMB Labor Relations
DOF: Lottery Office's Gaming Hire Application	FACTS II
DNREC: Boat Registration Application	
DNREC: Mosquito Control Section	Efforts Under Review
DOF: Lottery Gaming Application System	DDA: Pesticide Tracking
DOS: Human Relations Case Management System	DDA: Standard Breeders Fund
DOS: International & Corporate Development CRM	DOS: Business One Stop
DOS: Professional Regulation CRM	DSHS: OABCC System
DSHS: DivComm MMIS	Fire Services: ILS Replacement System
DTI: Customer Engagement CRM Application	GOV: Judicial Applications
GOV: Constituent Tracking Application	

FEATURES

Pricing for CY 2016 allows State Agencies to utilize the Social Enterprise License Agreement (SELA) offered under the Salesforce Unlimited Edition (UE) pricing.

Options are available to meet business needs, application, and functionality requirements using either “out of the box” solutions or customization options for the Salesforce platform.

FEATURES NOT INCLUDED

Implementation Partner	Development may be available through DTI or a recommended implementation partner. Costs for development partners are separate from Salesforce licensing costs.	Based on Requirements
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DTI RESPONSIBILITIES



DTI Catalog of Products and Services

Business Case Processing	Review the agency business case.
Business Case Cost Estimates	Provide Rough Order of Magnitude (ROM) costs if DTI resources are required for customization, implementation, and licensing costs based on agency provided requirements.
AGENCY RESPONSIBILITIES	
Prepare and submit Business Case	Provide all information required in the business case workflow.

LICENSE TYPES AND COSTS

Force.com

The State has negotiated a cost model for Salesforce licensing. The lowest licensing level is Force.com

FEATURE	DESCRIPTION	BASE RATE
Force.com Unlimited Edition	<i>Cost is per user per year</i>	\$650.00
BASE FUNCTIONALITY	DESCRIPTION	SPECIFIC ALLOWANCE
Custom Objects	Store information that's unique to each organization. Choose whether your custom objects are searchable, support sharing, or include access to the Bulk API and Streaming API.	2,000
Custom Tabs	Display custom object data or other Web content using custom tabs.	Unlimited
Custom Apps	Design on-demand apps by grouping standard and custom tabs into new custom apps. A custom app consists of a label, a description, and an ordered list of tabs. Extend the kinds of information managed and shared online beyond CRM. Custom apps are part of the Force.com platform that allows you creation and sharing of custom applications with other Salesforce users.	Unlimited
Custom Fields per Object (Custom Objects)	The number of custom fields allowed per object varies according to applicable Salesforce Edition.	800
Active Validation Rules per Object	Validation rules verify that the data a user enters in a record meets specified standards before the user can save the record.	500
Data Storage	Data storage includes the following: Accounts, Article types (format: "[Article Type Name]"), Article type translations (format: "[Article Type Name] Version"), Campaigns, Campaign Members, Cases, Case Teams, Contacts, Contracts, Custom objects, Email messages, Events, Forecast items, Google docs, Ideas, Leads, Notes, Opportunities, Opportunity Splits, Orders, Quotes, Quote Template Rich Text Data, Solutions, Tags: Unique tags, and Tasks.	120 MB per user



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File Storage	File storage includes files in attachments, the Documents tab, the Files tab, the File field, Salesforce CRM Content, Chatter files (including user photos), and Site.com assets.	2 GB per user
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SALES CLOUD

Provides additional functionality without further development.

FEATURE	DESCRIPTION	BASE RATE
Sales Cloud – Standard	<i>Cost is per user per year</i>	\$1,140.00

COMMUNITIES

There are three (3) types of community licenses: Customer Community Plus, Customer Community, and Partner Community. Requirements will be assessed to determine incremental licensing requirements. For example, if 400 logins per month are required for Customer Community Plus, the Base Rate becomes double the Base Rate for 200 logins making the base rate for 400 logins \$2,530 per year. If 600 logins per month are required the base rate becomes \$5,060... and so forth.

FEATURE	DESCRIPTION	BASE RATE
Customer Community Plus	200 logins per month. Enterprise Administration license well suited for business-to-consumer communities whose users need unlimited logins to manage customer support. <i>Cost is per year.</i>	\$1,265 (Incremental pricing)
Customer Community	2,000 logins per month – High volume customer portal license well suited for business-to-consumer communities with large numbers of external users. <i>Cost is per year.</i>	\$1,375.00 (Incremental pricing)
Partner Community	100 members – well suited for business-to-business communities. <i>Cost is per year.</i>	\$11,650.00 (Incremental Pricing)

ADDITIONAL PRODUCTS

Additional products can be negotiated under the SELA as needed.

FEATURE	DESCRIPTION	BASE RATE
Government Cloud	Provides the next level of security. Reserved for applications requiring staff that are US Citizens, physically located within the US when performing support, have completed a background check as a condition of employment and those with access to data and infrastructure are qualified US Citizens.	5% Upcharge on each license
FEATURE	DESCRIPTION	BASE RATE
AppExchange	The AppExchange is the world's leading business app marketplace. AppExchange apps are customized for Salesforce and extend Salesforce to every department and every industry under the sun. It's a proven ecosystem of apps, with millions of installs and thousands of customer	Cost based on requirements.



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	<p>reviews to help you find the best match for your business. AppExchange apps eliminate risk and save time by helping you find the best tools that integrate with Salesforce and increase your team’s productivity and company’s growth. The App Exchange is similar to the App Store for Apple.</p>	
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ORDERING & PROVISIONING

For additional information call your [Customer Engagement Specialist](#) to schedule a discussion on how Salesforce may be the right solution for your business needs.

A Business Case is required. Contact your [Information Resource Manager](#), [Information Security Officer](#), and/or [Customer Engagement Specialist](#) for additional information.

DTI can be your “implementation partner” for custom development needs. The business case process will go through the Rough Order of Magnitude (ROM) estimating process if DTI resources are required. DTI resource utilization requires a separate contract from those established with a vendor.

If DTI staff are unavailable to meet requested timelines 3rd party implementation vendors can be leveraged.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

Enterprise Policies and Standards

- Acceptable Use Policy
- Cloud and Offsite Hosting Policy
- Customer Relations Management Standard
- Data Classification Policy
- Data Management Policy
- Data Modeling Standard
- Coordinated Software Purchases Policy
- State of Delaware Information Security Policy (DISP)
- Cloud and Offsite Hosting Policy
- Strong Password Standard
- Software Policy
- Web Application Security

Other Links

- [Salesforce Information and State Implementations](#)
- Additional details on [Communities User Licenses](#)

Last Update: 07/15/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

SSL-VPN SECURE ACCESS

Secure Socket Layer – Virtual Private Network (SSL-VPN). DTI uses identity assurance and user authentication in order to provide secure access to protect the state's network resources. Secure access is a two factor process that provides a higher level of authentication, using a unique symmetric key that is combined with a proven algorithm to generate a new one-time password (OTP) every 60 seconds. SSL-VPN allows authorized users to connect to the State Network from outside the State Firewall.

FEATURES INCLUDED

Overview	SSL-VPN provides remote access to the network through the Internet. Access to resources such as the mainframe, applications, or software must be warranted to acquire SSL-VPN. Specific network shares, servers, file shares, mainframe, etc. must be identified by agency's Technical Approver (TA) in the SSL VPN request.
	Defined procedures outline the process for acquiring access to the State's telecommunication network using SSL-VPN. DTI provides an SSL-VPN solution to access state or K12 resources from outside the network to enhance secure and private communication between applications over the Internet. The process applies to State of Delaware employees, sanctioned vendors or contractors.
ENTRUST TOKEN	Users will be issued a soft token if connection requires the use of Network Connect.
ENTRUST ONE-TIME PASSCODE (OTP)	Entrust One-Time Passcodes are leveraged through existing mobile devices for greater security, including transaction verification, one-time-passcode (OTP) authentication and embedded mobile application security. Available on today's leading smartphone platforms, including the Apple iPhone and Google Android.
User Access	After authorization for access has been granted, the SSL VPN system can be accessed by opening a web browser and navigating to the applicable URL For state resources: https://access.delaware.gov For K12 resources https://access.k12.de.us

DTI RESPONSIBILITIES

Review requests	DTI Telecommunications Team will review requests and determine if the request complies with DTI's VPN Policy and Best Practices.
Communicate compliance issues and review status	If the request is not compliant or denied, Telecom will contact the technical approver who entered the online request. An explanation will be given as to why the request was determined non-compliant and any corrective action or steps necessary to receive approval. Requests that are non-compliant will be denied if corrective action has not been taken within 30 days.



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Process approved requests	Upon approval, DTI Telecommunications Team will establish the necessary rules, profiles and permissions.	
AGENCY RESPONSIBILITIES		
Technical Approver (TA)	The use of SSL-VPN is requested through designated agency technical approvers. Each organization or school district has an individual that has been designated and trained to access the SSL-VPN request application on DTI's network.	
	The TA determines that permission or authorization for access has been received from the owner of the data, application or system to be accessed and submits the "DTI SSL-VPN" request through DTI's online application. For access to State resources: https://vpnreq.state.de.us For access to K12 resources: https://vpnrequest.k12.de.us	
	The TA is responsible for notifying the requester and/or end user of their account creation, credentials and any specific user applications or programs necessary for SSL-VPN access.	
	The Requester/end user will follow instructions provided by the agency TA to access the SSL-VPN Link from a web browser using established user ID and password.	
Criminal Background Checks	Ensure all vendors and/or contractors have successfully passed their Criminal Background Check (CBC).	
Email Accounts	Ensure that email accounts for state employees are in place prior to submitting a request.	
Completion of documents applicable to specific policies.	DTI recommends that organizations require their staff to complete Telecommuting agreements, if applicable, as well as Acceptable Use Policy (AUP), Non-Disclosure Agreement (NDA), and any other applicable policies.	
ORDERING & PROVISIONING		
Contact your state organization's (agency) Technical Approver to begin this process. For SSL-VPN password resets contact your agency Information Security Officer .		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
All Features	See features listing.	See Telecommunications Core Service Package
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
Guides and Forms: eSecurity Tools and Tips Network Security Requests		



DTI Catalog of Products and Services

Access Sites

For state resources: <https://access.delaware.gov>

For K12 resources <https://access.k12.de.us>

[State Enterprise Standards and Policies](#)

- Acceptable Use Policy
- Encryption Key Management Policy
- Mobile Device Encryption Standard
- Mobile Device Management Policy
- Mobile Device Management Standard
- Portable Wireless Network Access Device Policy
- Remote Access Standard
- State of Delaware Information Security Policy (DISP)
- Strong Password Standard
- Virus Protection Standard
- VPN Policy

Last Update: 12/18/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

STORAGE AS A SERVICE (DTI PHYSICALLY CO-LOCATED SERVERS)

The [DTI Data Center](#) accommodates enterprise-class data storage service for customers' with DTI-managed servers or Co-located physical servers, whether new or being upgraded. ***This is a mandatory service for DTI-managed servers; it is strongly recommended for physically co-located servers.***

FEATURES INCLUDED

Storage subsystems	Enterprise class configurations providing superior reliability availability, and performance.
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FEATURES NOT INCLUDED

Backups	Backups of customer data are not part of this service; however, the backup options are addressed in the Server Hosting – Co-located service description.
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DTI RESPONSIBILITIES

Downtime	Downtime for maintenance will be managed according to the DTI Change Control Policy with the appropriate notifications for outages.
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AGENCY RESPONSIBILITIES

Coordinate Upgrades to Storage Subsystems	Upgrades to storage subsystems for existing physically co-located servers should be evaluated by DTI for relocation to the Storage as a Service prior to the customer initiating any upgrades.
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ORDERING & PROVISIONING

Contact your [Information Resource Manager](#) and/or [Customer Engagement Specialist](#) for additional information for new requests. For technical Support contact the [DTI Service Desk](#). 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 when initiating the request.

Support requests for existing physically co-located servers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Requests less than five (5) TB can usually be satisfied within two weeks. Larger amounts of storage may take up to a month before the storage is available.

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
Fibre Channel Disk	Recurring monthly rate per TB	\$75.00
SATA	Recurring monthly rate per TB	\$55.00
Magnetic tape storage	Over 30 days	\$2.38 each

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

- Acceptable Use Policy
- Data Center Policy
- Remote Access Standard



DTI Catalog of Products and Services

Secure File Transport
State of Delaware Information Security Policy (DISP)
Strong Password Standard
Systems Architecture Standard
Systems Environment Standard
VPN Policy

Last Update: 11/16/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

SUBSCRIPTION SERVICE

Several subscription services are available depending upon the needs of the agency.

For example, the Delaware Notification Service (DNS) is available to the public and allows a subscriber to select which notifications, news, and information they would like to receive by E-mail, or for select services, they can receive notifications by phone call, text message, and/or fax. A few examples include School Closings and Delays (including early dismissals); Statewide School-Related Announcements; Information from the Public Archives, including "This Day in Delaware" Daily E-mails; Information on the FirstMap online GIS system; Sex Offender Status Changes; Cyber Security Updates from the Department of Technology and Information; Regulatory Actions; Legislative Actions; Vendor Notifications; Delaware Code Notifications; Auditor of Accounts News Releases; and Auditor of Accounts Reports. There are fees associated with this service.

Another example is the List Serve. This is a basic service provided at no cost. It is open to the public and can be reached from inside or outside the State network. Participants join specific lists by sending an email to subscribe or unsubscribe to a particular list.

DELAWARE NOTIFICATION SERVICE (DNS) - Blackboard Connect

Mass communication service. Engage constituents with timely and targeted outreach. Easily deliver recipient-specific information as a group. Allows end-users to select the notifications, news, and information they would like to receive. Hosted solution offering 24 x 7 support.

FEATURES INCLUDED

Delaware Notification Service - Blackboard Connect	This service will allow subscribers to receive information updates provided by Delaware agencies and government entities via email address. In order to receive information updates, users create a notification profile that includes their selection of the type of information they wish to receive.
	Information submitted by all subscribers is protected under Delaware Statute. https://denotificationservices.bbcportal.com/
	The service allows for subscription based outreach via email, text message, voice, pager, Really Simple Syndication (RSS) feeds, and social media via Twitter and Facebook.
	You can access your portal account from your Smartphone by downloading the app at iOS or Android.

DTI RESPONSIBILITIES



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Vendor Management	Liaison between Agencies/Schools and Blackboard	
Delaware Site Admins	Provide admin level support and configurations for the Delaware Blackboard Portal	
General Support	Provided by DTI and the Vendor	
AGENCY RESPONSIBILITIES		
Provide contact information	When establishing a new subscription in Blackboard, basic information is required to include: primary address, primary point of contact, primary phone number, primary email address, and what caller ID will be used for any calls made from the service.	
Manage Admin Login Requests	An Application Access request form is required and is accessed through ServiceNow .	
ORDERING & PROVISIONING		
Delaware Notification Service (DNS) Blackboard Connect	Ordering is done through the System Enhancement Request process in the Project Portfolio System. A contract will be created with the chargeback information for the agency. Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests. For technical Support contact the DTI Service Desk .	
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
Blackboard Connect	Fee-based per subscriber (paid by the agency)	0.50 per subscriber per each subscriber list

LIST SERVER – MAILING LIST

A "List Server" is specially designed software requiring a network operating system created for the purpose of providing individual discussion groups that can enable many people to participate using methods that are easy to use yet make use of powerful management tools. Participating in or sending email to mailing lists on mailing list servers (also known as listserves) is called "posting". When you "post" a message, you are sending that message to the list and the list server software takes care of distribution.

FEATURES INCLUDED

List Service	Individual lists are "subscribed" to and messages posted to a given list are subsequently sent to all members of that list. The mail that is received from these lists is generally addressed to the list, not the individual members.
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DTI Catalog of Products and Services

<p>https://lyris.dti.delaware.gov</p>	<p>The list server provides various management tools and commands to allow for "bounced" messages which are messages that could not be delivered because the receiving email server is not available or the members email address is no longer valid. The list server handles bounced messages by automatically removing members if a certain threshold (configured by list or site administrators) of bounced messages is reached.</p>
	<p>This list server is open to the public and can be reached from inside and outside the State network.</p>
<p>ORDERING & PROVISIONING</p>	
<p>Lyris List Server - Subscribing</p>	<p>For subscribers to join, a Lyris List Server Administrator must add your subscription request to the mail list. Contact the DTI Service Desk by email or call 739-9560 for the Lyris List Server Administrator assigned to the state mailing list you are requesting.</p>
<p>Lyris List Server – Creating a New Subscription Service</p>	<p>For an agency to create a new Subscription Service send an email to DTI_ServiceDesk@state.de.us with the following information: List Name; Name(s) of Administrators; Name(s) of Members; Email addresses of the administrators and members; <i>Network</i>: Intranet (only state employees can use the list), Internet (State and external users can use the list); <i>List Status</i>: Open (anyone can send emails to the list for distribution), Closed (only select members and admins can broadcast emails).</p>
<p>RATES & BILLING</p>	
<p>There is no cost associated with this service</p>	

<p>STATE BROADCAST LIST broadcast@lists.state.de.us</p>	
<p>FEATURES INCLUDED</p>	
<p>State Internal State Distribution to all Agencies</p>	<p>Established using Lyris List Serve</p>
<p>AGENCY RESPONSIBILITIES</p>	
<p>IRM/Assigned participants</p>	<p>The preferred list for sending global messages (like ozone alerts). Each Agency IRM has assigned persons to participate in the broadcast@lists.state.de.us broadcast. These persons are responsible for redistribution within their agency.</p>



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Authorized agency participants

Send your intended message to Broadcast@lists.state.de.us. The message should be formatted exactly the way it is to be presented. Include the requester's contact information (name, agency, and email/phone), along with the intended message. Once the request has been reviewed and approved, DTI will send the broadcast email to a designated list of agency representatives - in most cases, this is the Public Information Office (PIO) at each agency. If the message adheres to the agency's policies and practices, they will broadcast it to their employees.

RATES & BILLING

There is no cost associated with this service.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

Tools for [Subscription Services](#)

Blackboard Connect

Delaware Notification Service Website

Delaware Notification Service IdeaCast

[Subscriber Reference - Delaware Notification Service](#)

Delaware Subscriptions (SubscribeDelaware.gov)

Lyris Lists

[ISO Forms](#)

Lyris List Creation

[State Enterprise Standards and Policies](#)

Acceptable Use Policy

Application Programming Language Standard

Application Sourcing Policy

Cloud and Offsite Hosting Policy

Coordinated Software Purchases Policy

Software Policy

State of Delaware Information Security Policy (DISP)

Strong Password Standard

Last Update: 2/3/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



DTI Catalog of Products and Services

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 platforms.

PHASES AVAILABLE

PLANNING (Business Analysis, Requirements Gathering, and Analysis)	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.		
	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.		
DESIGN THRU IMPLEMENTATION (Logical and Physical Data design, Functional System Design and Technical Specification, Code, Test, and Implement)	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.		
	DTI designs, develops and supports languages outlined in the Application Programming Language Standard . DTI also develops and provides configuration management for enterprise applications and cloud solutions focusing on standardization to create efficiencies and ease of use. DTI ensures that solutions are supported and maintained in current version releases and with the appropriate maintenance agreements in place. Focal points for development and configuration management are:		
	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;"> 1. .Net 2. Java 3. Geospatial services 4. Web Services 5. Maximo 6. M5 </td> <td style="width: 50%; text-align: center;"> 7. Onbase 8. Salesforce 9. SharePoint 10. ServiceNow 11. Other </td> </tr> </table>	1. .Net 2. Java 3. Geospatial services 4. Web Services 5. Maximo 6. M5	7. Onbase 8. Salesforce 9. SharePoint 10. ServiceNow 11. Other
1. .Net 2. Java 3. Geospatial services 4. Web Services 5. Maximo 6. M5	7. Onbase 8. Salesforce 9. SharePoint 10. ServiceNow 11. Other		



DTI Catalog of Products and Services

	<p>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.</p>
	Ensures the state’s technology investments are developed, supported, and used in a secure and cost effective manner.
	Ensures that opportunities for sharing and leveraging are exploited.
	Improves standardization and manageability.
	Improves the probability of successful customer initiatives.
	Ensures coding is checked for vulnerabilities.
<p>RELEASE MANAGEMENT</p>	<p>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.</p>
	<p>DTI provides Release Management Services (RMS) for applications that are not managed by DTI and 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.</p>



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	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.
VENDOR MANAGEMENT	Vendor Management is the process for organizations to develop, manage, and control vendor contracts, relationships, releases and performance to ensure high-quality products and service.
	DTI provides Vendor Management Services (VMS) for applications that are not managed by DTI and 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.
ONGOING MAINTENANCE, ENHANCEMENT, AND PRODUCTION SUPPORT	DTI provides ongoing maintenance, enhancement, and production support for systems in which DTI has had an active role in the development and that meet State standards and infrastructure requirements. There are four types of services: Enhancements, Ad hoc requests, Maintenance, and Break-fixes.
	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.
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,



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	<p>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. DTI follows Object-oriented database design and development, traditional relational database development, and distributed database design and development methodologies.</p>
Adabas services	<p>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.</p>
	<p>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.</p>
Oracle services	<p>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.</p>
	<p>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.</p>
MS SQL Server services	<p>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.</p>
	<p>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.</p>
DATA MANAGEMENT	<p>See Data Management Services</p>



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	<p>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.</p>
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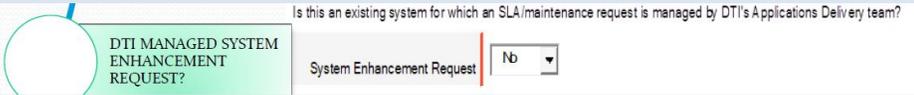


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DTI RESPONSIBILITIES		
Governance:	On a statewide level, centralized oversight of proposed technology investments is intended to aid the governor and the legislature in making the best investment decisions for the state. At the project level, applying 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 Delaware's Internal Technology Investment Council (ITIC) .	
In accordance with established contracts and/or service level agreements DTI may provide assume responsibility for the following:		
Software design, development, deployment	Mainframe Client/Server Cloud	Web Identity Access Management (IAM) XML Firewalls
• Release Management	Working with customer, establish release schedule, and prioritize workload Execute the Release Management process Schedule changes for each release Manage SDLC to complete release and meet customer expectations Represent change at Change Control meetings Manage post-implementation activities Repeat the process for each release	
• Vendor Management	Working with vendor and customer, establish release schedule, and prioritize workload Manage enhancements, upgrades, or incidents with the vendor before turnover to the customer for validation. Execute the Release Management process Schedule changes for each release Manage SDLC to complete release and meet customer expectations Represent change at Change Control meetings Manage post-implementation activities Repeat the process for each release	
• Production support activities	Enhancements Maintenance requests Version upgrade testing support Production incidents	



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Business Requirements	<p>Interview customer and identify requirements</p> <p>Prepare Business Requirements Document</p> <p>Conduct reviews, obtain approvals</p>
AGENCY RESPONSIBILITIES	
New Systems	Follow DTI Business Case process to address all pertinent aspects of a project in advance in order to maximize the likelihood of project success. This is accomplished through the online application called Project Portfolio System (PPS).
Production Systems – System Enhancement Request	<p>Select “Yes” for “System Enhancement Request” (SER) selection in the Project Portfolio System (PPS) when your agency has an SLA in place.</p>  <p>The screenshot shows a form with the title "DTI MANAGED SYSTEM ENHANCEMENT REQUEST?". Below the title is a question: "Is this an existing system for which an SLA/maintenance request is managed by DTI's Applications Delivery team?". To the right of the question is a dropdown menu labeled "System Enhancement Request" with the value "No" selected.</p>
ORDERING & PROVISIONING	
Contact your Information Resource Manager (IRM) and/or Customer Engagement Specialist (CES) for additional information. A business case and/or contract may be required.	
RATES & BILLING	
New requests and enhancement requests not already covered in a Service Level Agreement will go through a Rough Order of Magnitude (ROM) cost estimating process for presentation to the customer prior to entering into a contract with DTI for any services included in the scope of systems development and support.	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
<p>Delaware's Internal Technology Investment Council (ITIC)</p> <p>Data Management</p>	
Last Update: 08/23/2016	
Send additions, corrections or suggestions to the attention of the DTI OCM Team .	



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TECHNOLOGY COST MANAGEMENT SYSTEM (TCMS)

The Technology Cost Management System collects usage and cost information and shows what technology resources such as CPU's, contractual personnel, DTI core services, etc. were provided. Customers have access to detailed reports showing the agencies what work has been accomplished, what equipment/resource was utilized and by whom, as well as what subscription services have been provided.

The new IT billing system was implemented beginning with the July 2015 bill.

This system does not collect and calculate costs for telephones and associated utilities

FEATURES INCLUDED

Access to detailed billing data	TCMS provides detailed billing reports that provide supporting documentation to DTI's First State Financials (FSF) generated invoices (IVs). The TCMS system collects usage and cost information showing what technology resources such as CPU's, contractual personnel, DTI core services, etc. were provided. Various levels of online data (summary or drill down) are presented.
Flexibility in viewing and presenting data	The system allows data to be exported and manipulated to meet the individual end-user needs.
Controlled access	Each authorized user is provided access to their billing backup data through the submission of a completed Access Request Form.
Data availability range	The new system will contain billing data from the July 2015 billing statement and forward.

FEATURES NOT INCLUDED

Historical Data availability	June 2015 and prior billing information is not available on the TCMS; data must be accessed through DocumentDirect. See DocumentDirect-Mainframe Reporting.
Excluded services/products	Charges for telephones and telecommunication utilities are not included in TCMS billing system. See Expense Management System (EMS) aka Telephone Billing.

DTI RESPONSIBILITIES

Maintain vendor relationship	DTI interfaces with the vendor to ensure expected deliverables.
Update billable products/services	DTI will define new, adjust, or remove/suppress billable products or services as products or services change.
Manage system users	DTI's Nicus Administrator will add, modify, or delete users and perform an annual account cleanup.



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Customer support	Live support is available to take your calls and answer your questions during normal work hours (M-F 8:00-4:30).
AGENCY RESPONSIBILITIES.	
Access Management	Customers are responsible for managing user authorization to access their agency's billing information. Each State and K12 organization is responsible for ensuring at least one fiscal person is authorized to access the billing system information and that user access is deleted or suspended as required. A new Request For Access Form must be submitted to add, change, or delete a user's access.
ORDERING & PROVISIONING	
OPTION 1: To request new or modified access - the requester or the IRM completes the Access Request Form found on DTI's Extranet Forms page. The form is forwarded to the agency's IRM for approval then forwarded to Nicus_administrators@state.de.us	
OPTION 2: The IRM may access ServiceNow and complete an "Application Access Request" for TCMS in the Available Services field.	
New users will be notified that access is permitted by the Nicus Administrator. When modifications are requested, the requester will be notified via their respective IRM.	
If the system is unavailable, contact the Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us	
Password resets are managed through Delaware Single Sign On (DE-SSO)	
RATES & BILLING	
There is no chargeback to customers for access to the TCMS.	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
Technology Cost Management System Login to TCMS System Access Request Process Access Request Form Video Training Session Awareness Fact Sheet Training Document - PDF and PowerPoint State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP) Strong Password Standard	
Last Update: 08/23/16	
Send additions, corrections or suggestions to the attention of the DTI OCM Team .	



TELECOMMUNICATIONS CORE SERVICE PACKAGE

The Core Service Package is a group of bundled services that provide State and K12 users with Network and Unified Communications and the infrastructure that supports and secures these services. Services include those features that are “bundled” together to provide the richest user experience while allowing DTI to fulfill its obligation to recover the costs of services while maintaining the overall security posture of the State’s IT resources. These components, if priced individually, would substantially increase end-user costs and/or reduce the overall security posture of the state.

Products and Services covered in the base package include those services that require licensing fees such as: State network access domain/activity; 2-factor authentication; Script Logic; Skype for Business; SSL-VPN; LAN-to-LAN VPN; Anti-virus management; SPAM and malware control; content filtering and E-mail (Outlook).

Additional functionality and services included in the core package are Internet gateway services; redundant network capability; Windows update service; message and calendar recovery services; centralized mail server administration; mailbox storage; bulk message subscription service; web mail (OWA-remote access); centralized calendaring; E-mail encryption; mail server research and development; public folder capabilities; and E-records request management.

Additional products and services are available for an additional fee outside of the Telecommunications Core Service Package. Examples are telecommunications circuits, wireless access points, outbound faxes, Direct Inward Dial (provides a block of numbers for phones/fax services), etc.

WIDE AREA NETWORK (WAN) SERVICES – includes telecommunications infrastructure (leased circuit and fiber leased and owned services) management, switch and router management, firewall services and requests, domain name services, internet services, proxy services, redundant network capability, IP addresses and address management, Network Time Services, windows update services, and certificate services and monitoring.

NETWORK SECURITY – includes a variety of protective and preventative measures to secure network resources. Protective measures include 2-factor authentication, LAN-to-LAN Virtual Private Network (VPN), anti-virus and anti-malware support and Script Logic Services. Preventive measures include user authentication, [SSL-VPN](#), and [Wireless Access Service](#) (State only) offerings.

MESSAGING - DTI provides reliable and consistent messaging services for State (MS Exchange) and K12 (MS Office 365) users. State Messaging services include E-mail Services, [Skype for Business](#), [E-mail Encryption](#) (secure e-mail), directory services, and fax services for State Enterprise users.



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E-MAIL ENCRYPTION (SECURE MAIL) – The state solution include secure e-mail; large file transfer; data loss prevention; creation of stand-alone encrypted packages or USB drives linked to user accounts; network administration controls; third party account management; and account provisioning for Active Directory users.

E-RECORDS REQUESTS (aka E-Resource Records) - E-Resource Records requests provide a controlled process for obtaining access to individual e-resource records. 29 Delaware Code §502(a) defines the use of these e-resources as “public records.” The state, through its “Acceptable Use Policy”, makes it perfectly clear that use of e-resources create public records with no guarantee of privacy.

LOCAL AREA NETWORK (LAN) SERVICES (STATE ONLY) - A LAN provides networking capability to a group of computers and other mobile devices can share resources such as a printers or network storage. DTI provides up to full LAN support for IT Centralized (ITC) agencies (see Desktop/LAN (EDL) Services and limited services for all other State agencies. This LAN offering outlines services available for all State agencies (K12 is not included).

RATES AND BILLING

DESCRIPTION		BASE RATE
Described services included in package	Per person account, per month	\$20.20

Last Update: 12/14/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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VIRTUAL CO-LOCATED HOSTING (FOR STATE ORGANIZATIONS ONLY)

Co-located Hosting typically includes only the premise-based features of the [DTI Data Center](#), such as physical security, continuous power/cooling, network access, and may include data storage and virtual hosting. Virtual Co-located hosting 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 system for State organizations only, and provides scalable solution, remote accessibility, leveraging enterprise operating system license agreements as well as availability, reliability, and security.

FEATURES INCLUDED

Customer's servers housed in the William Penn Data Center	Secure, reliable data center with electrical power provision, including backup power generator, connectivity with redundancy, cooling (facility maintenance contracts, security, 24x7 attendant service, and fire protection.
Infrastructure	DTI provides the infrastructure and hardware including the OS (Windows or Oracle Linux)
Admin user convenience	Admins do not have to travel to DTI; they are able to connect to the server's console over the State's network
	Admins have the ability to power on, power off and reset the server(s)
	Admins have the ability to use local CD-ROMS and DVD-ROMS to install software on the remote server(s)
Storage	DTI storage is provided as part of the Virtual Collocate Service and is included in the monthly charge

FEATURES NOT INCLUDED

Licensing	DTI does not provide licensing
Software	DTI does not provide software – except for either Windows or Oracle Linux OS
Enterprise tools	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.

DTI RESPONSIBILITIES

Power management	DTI provides power to the customer servers
Server back up	DTI provides 7 day backups (30 days for file and print servers) with most recent back up also replicated at 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 is to provide server recovery in the event of a failure at the primary data center. The backups can also be used to provide



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	emergency file restoration services when no other method of file restoration is possible. File restore requests must be sent to the DTI Service Desk. A request can take up to a day or more to complete.
Hardware acquisition & setup	DTI will provide hardware provisioning
Monitoring	DTI provides notification when a customer's system goes down – if requested.
AGENCY RESPONSIBILITIES	
Software	Customers provide, install and manage their own software including licensing
Application administration	Customers administers their own applications, including upgrades
Backup and recovery	Customer provides other than the regular 7 day backup.
Business continuity & disaster recovery planning and testing	Customer provides. DTI consulting services available by request
Database administration	Customer manages
Application help desk services	Customer provides
Job scheduling	Customer manages
License maintenance/contract renewals	Customer manages
Monitoring services	Customer provides unless requesting Alertra services
Output services	Customer provides
Release management	Customer provides
Storage/Tape administration	Customer provides; <i>DTI can perform tape swap services and coordinate delivery/receipt of media to off-site storage if requested.</i>
Vendor management	Customer provides
Service Level Agreement (SLA)	Customers are required to enter into a Service Level Agreement with DTI, which will govern any unique provisioning services provided. The SLA should be executed prior to the acceptance of hardware or systems into a DTI data center facility.
Storage as a Service	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.
ORDERING & PROVISIONING	
A recommended business case is required for projects requiring this service and will document all estimated costs. A contract is required.	



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Contact your [Information Resource Manager](#) and/or [Customer Engagement Specialist](#) for additional information for new requests.

For technical Support contact the [DTI Service Desk](#)

RATES & BILLING

FEATURES	DESCRIPTION	BASE RATE
Fibre	25 GB/2GB/1VCPU	\$175.00/per month
	50 GB/4GB/1VCPU	\$190.00/per month
	100 GB/4GB/1VCPU	\$220.00/per month
SATA	25 GB/2GB/1VCPU	\$170/month
	50 GB/4GB/1VCPU	\$180/month
	100 GB/4GB/1VCPU	\$190.00/month

The specific total costs will depend on the specifics of the system architecture. This service includes data center hosting and computing space. It does not include personnel type services that may be needed to manage the hosted applications.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

Numerous policies and standards will apply to the Co-located Hosting servers as documented on the DTI website under [State Enterprise Standards and Policies](#). New requests will be reviewed for compliance during the Business Case process.

GENERAL SERVICE LEVELS & METRICS

SERVICE TYPE	SERVICE MEASURE	PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
Server availability	Availability	Sun-Sat, 00:00-24:00	99.8%

Last Updated: 11/04/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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VMWARE LICENSING

DTI has entered into an enterprise licensing agreement with VMware. State agencies can acquire VMware through this agreement at a significant discount.

FEATURES INCLUDED

VSphere Enterprise Plus	A single socket license to install vSphere Enterprise Plus on a server that will be hosting multiple virtual machines. One license must be purchased for each socket in use inside a server hardware platform.
vRealize Operations Manager	A single socket license to monitor virtual machines deployed on the individual vSphere Enterprise Plus license. This feature is included at no additional cost to the above license.

FEATURES NOT INCLUDED

VirtualCenter	Centralized management platform license is not included. License must be purchased independently from approved State contract software provider.
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DTI RESPONSIBILITIES

Licensing	Provide license key/s to customers.
Support	Provide named users access to VMware support system for the purposes of submitting support tickets. DTI does not directly provide support to customers.

ORDERING & PROVISIONING

Please contact your Customer Engagement Specialist (CES).

RATES & BILLING

FEATURES	YEAR 1	YEAR 2	YEAR 3
VMware vSphere Enterprise Plus + vRealize Operations Manager	\$2,500	\$750	\$750

Last Updated: 01/26/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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VOICE AND DATA SERVICES

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

STANDARD FEATURES

DTI will provide EVS and SIP services. The following list are the services:

Enterprise Voice Service	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	
System Sizing, Configuration, Implementation	
Session Initiated Protocol (SIP) – EVS Enhancements	Free long distance calling within Delaware and interstate, excluding international calling
	Failover processors off-site



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CUSTOM FEATURES	
DTI will provide the following Custom Features and Services at special rates/custom pricing.	
Enterprise Voice Service	Speech Access & Voice Recognition
	Call Center Management & Supervision
	Redundant Call Processors
	Failover Processors Off-site
	Business Continuity for Voice (EVS & SIP)
	Troubleshooting & Repair Reporting (EVS & SIP)
	Unified Messaging of Email & Voicemail
	Remote Office/Teleworking (ICB) (EVS & SIP)
	Extension to Cellular/Remote Sites (ICB) (EVS & SIP)
	Integrated Voice Response
Session Initiated Protocol (SIP) – EVS Enhancements	Speech access & voice recognition
	Integrated voice response
	Call center management & supervision
Voice over IP (VOIP)	DTI support the use of VoIP over the enterprise network with prior planning and approval.
	VoIP offers potentially lower cost voice services to customers under certain circumstances.
Wireless Telephony	DTI provides enterprise wireless telephony services, mainly through cellular phone technology, but also including satellite phones and mobile radios.
	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.
DTI RESPONSIBILITIES	
System Management	System documentation
	System back-ups
	Firmware and software upgrades
	Repair reporting and tracking
	Patches for operations and security
Consultation	Consultation/expert time
Design Services	System design services
Hosting	Multi-tier hosting environment
	Business continuity at core



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Business Continuity and Disaster Recovery	Redundancy of processor and power at core
AGENCY RESPONSIBILITIES	
Access Privilege Management	Customer will identify to the DTI Service Desk the individuals who are named with special access privileges to Enterprise Voice Service (EVS).
Hardware Maintenance	Customer is responsible for the annual maintenance contract with licensed vendor all customer on-site hardware.
Funding	Upgrades and or increases required to maintain current products and or services, specific to the Agency, are the responsibility of the customer.
ORDERING & PROVISIONING	
Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests. For technical Support contact the DTI Service Desk	
Requests for EVS Wireless telephone devices should be requested via the Agency Customer Engagement Specialist	
RATES & BILLING	
Effective February 2015	
Voice Services	
Voice Services	Monthly Rate
Centrex	\$17.50/line
Flat Business (POTS)	\$30.00/line
ISDN-BRI	\$20.00
ISDN-PRI	\$355.00
Digital DID	\$0.20/line
The above voice rates are BASE rates; additional fees, surcharges, optional charges, etc. will be applied	
Enterprise Voice Services	Monthly Rate
CISCO EVS	\$6.00/user
SIP Connectivity	\$47 per concurrent call
Enterprise Fax Service (EFS) formerly referred to as Genifax	\$0.10 per outbound fax
Phone Line (DID) for Enterprise Fax Service	\$0.20/line
Data Services	
For State Agencies	
Data Circuits	Monthly Rate



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10 Mb TLS	\$750.00
100 MB TLS	\$1,500.00
1000 Mb TLS	\$2,200.00

For Schools

DTI subsidizes the first \$825 of connectivity for Schools

Data Circuits	Monthly Rate	School Pays
10 Mb TLS	\$750.00	\$0.00
100 MB TLS	\$1,500.00	\$675.00
1000 Mb TLS	\$2,200.00	\$1,375.00

updated 4/10/2015

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

State Enterprise Standards and Policies

- Acceptable Use Policy
- Cabling and Wiring
- Coordinated Software Purchases Policy
- Secure Email Standard
- State of Delaware Information Security Policy (DISP)

Other related Service(s)

[Messaging](#)

GENERAL SERVICE LEVELS & METRICS

SERVICE TYPE	DESCRIPTION	PERFORMANCE TARGET
Voice and Data	Emergency	Two (2) Hours
	Non-Emergency	Close of business the next business day
Wireless Telephony	Supported up to R/11 phone jack	

Last Update: 12/18/2015

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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WEB HOSTING

There are a variety of services within the [DTI Data Center](#) including web hosting for applications, web hosting for static content (State), web hosting for static content (K12), and web mail and forms service for the Secure Mail Utility Gateway (SMUG).

WEB HOSTING FOR APPLICATIONS

Provides web hosting services for multi-tier / multi-environment browser-based applications. DTI provides a DTI managed web hosting environment designed for use by customers with applications that meet certain criteria. Two environments available; State Only Access and Public Facing Access. Both environments are built using a Web Application Facility or Firewall (WAF) but the user authentication requirements determine which environment will provide the best web application hosting solution.

COMMON FEATURES FOR BOTH STATE ONLY ACCESS AND PUBLIC FACING ACCESS

FEATURES INCLUDED

Web hosting application environment – Web Application Facility (WAF)	Web hosting environment for multi-tier/multi environment browser based applications
	Reliable, secure hosting platform
	Basic traffic statistics reporting available
	Provides a simple web content update process
Programming Language Restriction	Java and .Net applications only
Domain naming	Refer to Telecommunications Core Service Package information.
Data classification	The Web Application Facility (WAF) environment complies with a multi-tiered architecture allowing the hosting of data that is public, confidential or secret.
Security considerations	Agency content administrators do not have direct access to the production environment. Content admins update in a development environment and DTI promotes the content to production when the agency approves the move to the production environment.
	Users have no access to server configurations – The use of access files to override settings is not supported.

STATE ONLY ACCESS

Authentication Service	The State Only (internal users within the state firewall) environment (WAF) supports the use of the State Domain for authentication.
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PUBLIC FACING ACCESS



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Authentication Service	The public facing (public internet) applications environment is built to allow authentication through Delaware Single Sign-On (DE-SSO) .
FEATURES NOT INCLUDED	
	No assumptions should be made about any feature or capability omitted from this definition.
DTI RESPONSIBILITIES	
Infrastructure	DTI provides the underlying infrastructure
Set up & Support	DTI will assist with the setup of the web application
	DTI will use due diligence to notify users in a timely manner of changes to the web hosting service, including, but not limited to: <ul style="list-style-type: none"> 1. Changes to service features 2. Changes to security features 3. Scheduled downtime for scheduled maintenance
	Web statistics are available upon request using the Web Statistics Access Request Form . All statistics are housed in a secure directory requiring authentication and are provided month to date and monthly for previous months. The reports are retained for one year.
Content staging	Upon request, DTI may provide a secure area for the webmaster to review web content before it is promoted to the live site.
AGENCY RESPONSIBILITIES	
Application content	Customer manages/updates the web application in their own development environment. (Except those that are on the DTI Web Application Facility (WAF).
Set up & Support	Organizations requesting this service must sign a Service Level Agreement (SLA) or an addendum to an existing SLA.
	Once the site is set up, the defined webmaster will be responsible for managing all content for the site.
Domain naming	It is the user's responsibility to comply with the naming conventions
Data classification	It is the user's responsibility to comply with the Data Classification Policy
ORDERING & PROVISIONING	
For new requests, contact your Information Resource Manager , Information Security Officer , and/or Customer Engagement Specialist for additional information. A business case and/or contract may be required.	
The agency ISO is required to submit any needed security forms through the ServiceNow application.	
For technical Support contact the DTI Service Desk .	
RATES & BILLING	



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There are no DTI costs to the agency for this service.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

Related Information

[Adobe Flex ScreenCast](#)

General Forms

[Web Services Request Form](#)

[Website Statistics Access Request Form](#)

State Enterprise Standards and Policies

Coordinated Software Purchase Policy
 Domain Naming Standard
 Data Classification Guideline
 Data Classification Policy
 Middleware Standard
 Systems Architecture Standard
 Systems Environment Standard
 Website Common Look and Feel Version 3.0
 Web Application Security

Last Update: 7/15/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).

WEB HOSTING – AGENCY STATIC CONTENT

DTI provides web hosting services for simple presentation of static Internet, extranet, and Intranet web site information. The website must not contain any non-public information. Static content is defined as containing no files that execute on the server side

FEATURES INCLUDED

Static web hosting environment	DTI provides a web hosting environment for static websites with no non-public information
	Reliable, secure hosting platform
	Basic traffic statistics reporting provided
	Simple web content update process
Content definition and management	Not allowed: Perl, Common Gateway Interface (CGI), Personal Home Page (php), Java Server Pages (jsp), or any other scripting is allowed.
	Allowed: Client Side JavaScript (js) is permitted, SSI (Server Side Includes) are supported, Only files ending in .shtml will be parsed for SSI content
Domain naming	Refer to Telecommunications Core Service Package information.
Data classification	Only content with a data classification of 'Public' can be hosted on this service.



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Security considerations	Secure directories requiring a username and password for access ARE supported. This feature is NOT user configured and requires a special request to DTI. Authentication is forced over SSL to protect usernames and passwords. Security is not sufficient to protect confidential or sensitive information.
	All content management is via SFTP only. Agency Information Security Officer (ISO) is required to request a content admin account.
	Multiple content admin accounts are supported and unused user accounts will be automatically deleted after 12 months.
	Users cannot reset their passwords.
	No shell logins are permitted.
	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.
FEATURES NOT INCLUDED	
No assumptions should be made about any feature or capability omitted from this definition.	
DTI RESPONSIBILITIES	
Infrastructure	DTI provides the underlying infrastructure
Set up & Support	DTI will assist with the setup of the website and training of the organization's webmaster
	DTI will use due diligence to notify users in a timely manner of changes to the web hosting service, including, but not limited to: <ul style="list-style-type: none"> 1. Changes to service features 2. Changes to security features 3. Scheduled downtime for scheduled maintenance
	Web statistics are available upon request using the Web Statistics Access Request Form . All statistics are housed in a secure directory requiring authentication and are provided month to date and monthly for previous months. The reports are retained for one year.
Content staging	Upon request, DTI may provide a secure area for the webmaster to review web content before it is promoted to the live site.
AGENCY RESPONSIBILITIES	
Set up & Support	Organizations requesting this service must sign a Service Level Agreement (SLA) or an addendum to an existing SLA.
	Once the site is set up, the defined webmaster will be responsible for managing all content for the site.



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Domain naming	It is the user's responsibility to comply with the naming conventions
Data classification	It is the user's responsibility to comply with the Data Classification Policy
Security Considerations	Users are responsible for acquiring and maintaining an SFTP client.
ORDERING & PROVISIONING	
For new requests, contact your Information Resource Manager , Information Security Officer , and/or Customer Engagement Specialist for additional information. The agency ISO is required to submit any needed security forms through the ServiceNow application.	
Support requests for existing hosted sites should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us .	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
ISO Forms	
<p>Static Website Creation</p> <p>State Enterprise Standards and Policies</p> <ul style="list-style-type: none"> DTI Domain Naming Standard DTI Website Common Look and Feel Standard Website Common Look and Feel Version 3.0 DTI Data Classification Guideline DTI Data Classification Policy Coordinated Software Purchase Policy 	
Last Update: 7/15/2016	
<i>Send additions, corrections or suggestions to the attention of the DTI OCM Team.</i>	

WEB HOSTING – K12 - STATIC CONTENT

DTI offers a static web content hosting service to all K 12 educational organizations.

FEATURE

Domain Naming	K12 URLs are not subject to GIC approval but must follow standards
	General standard for URLs is school.district.k12.de.us and requires no additional approval
	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 .
	All new URLs (hostnames) must be added by DTI and listed in DNS
Content Definition and Management	Each school district (includes charter schools) will have a single web administrator. The school district will designate the web administrator
	All content management is via SFTP only <ul style="list-style-type: none"> • Users are responsible for acquiring and maintaining an SFTP client • Only one content administrator account is supported per URL • A login will be provided to each district web administrator • No shell logins are permitted for any users
	Teacher sites will be created by the district web administrator <ul style="list-style-type: none"> • Teacher URLs will be of the form http://teachers.district.k12.de.us/~teacher



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	Teachers will manage their own content via SFTP
	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).
FEATURES NOT INCLUDED	
No assumptions should be made about any feature or capability omitted from this definition.	
AGENCY RESPONSIBILITIES	
Service Level Agreement (SLA)	Organizations requesting this service must sign a Service Level Agreement (SLA) or an addendum to an existing SLA.
ORDERING & PROVISIONING	
Contact your Information Resource Manager , Information Security Officer , and/or Customer Engagement Specialist for additional information.	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
ISO Forms Static Website Creation DTI Enterprise Standards and Policies. DTI Domain Naming Standard DTI Website Common Look and Feel Standard Website Common Look and Feel Version 3.0 DTI Data Classification Guideline DTI Data Classification Policy Coordinated Software Purchase Policy	
Last Update: 10/29/2015	
<i>Send additions, corrections or suggestions to the attention of the DTI OCM Team.</i>	

WEB MAIL AND FORMS SERVICE – SECURE MAIL UTILITY GATEWAY (SMUG)

DTI offers a Secure Mail Utility (SMU) service available to state organizations websites. This service provides a facility for secure exchange of emails between other Exchange users as well as pre-registered users from outside the state.

FEATURES INCLUDED

Web Mail & Forms	The service can be utilized from the customer’s website and will present a screen to the user with a “fill in the form” based on the requirements defined at setup.
Web Form Creation	HTML forms can be created within SMUG and copied to put into the customer’s website.
Web Form Processing	Registered forms post data to SMUG, which then pushes data through the state email system to recipients.
	The data is checked for human input and most bot created submissions are disregarded.



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Web Form Self-Service	Each form can be custom designed by the resource(s) designated by the respective agency in the SMUG administration website. The site provides an easy to use interface to create forms with controls such as: text fields; text areas; list boxes; check boxes; radio buttons; file inputs; and hidden inputs. Email Ids can be provided as parameters.
Email Service	Submitted form data is emailed to the email addresses listed for the particular form in the SMUG administration site. Administrators can view the emails that have been sent, including header information and the submitter's IP address and can resend or forward emails, if required.
Content	Only data classified for PUBLIC access may be stored or processed on this service This service is not for business critical systems.
LIMITATIONS	
Admin Roles	Agencies can designate webmasters within the SMUG administration site.
DTI RESPONSIBILITIES	
Support	DTI will provide technical support for the service itself, but cannot accept responsibility for the actual handling of the information processed by the service.
ORDERING & PROVISIONING	
For new requests, contact your Information Resource Manager , Information Security Officer , and/or Customer Engagement Specialist for additional information. A business case and/or contract may be required.	
The agency ISO is required to submit any needed security forms through the ServiceNow application.	
For support requests of existing hosted applications contact the DTI Service Desk .	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
State Enterprise Standards and Policies DTI Domain Naming Standard DTI Website Common Look and Feel Standard Website Common Look and Feel Version 3.0 DTI Data Classification Guideline DTI Data Classification Policy Coordinated Software Purchase Policy DTI Extranet: Services > Secure Mail Utility Get Access Documentation Administration	
Last Update: 12/01/2016	
Send additions, corrections or suggestions to the attention of the DTI OCM Team .	



WIDE AREA NETWORK (WAN) SERVICES

DTI plans, designs, manages and controls the WAN infrastructure in order to provide a secure and reliable State and K12 network that leverages common infrastructure. Included in this management is the implementation of current switching technologies, Internet and proxy services, and routing technologies. Internal address management and network address translation for the State and K12 are also managed at DTI.

CIRCUIT MANAGEMENT	DTI provides centralized management of the telecommunication circuits that make up the overall State and K12 network. This includes managing the overall relationship with the vendors and hardware used to provide connectivity. Centrally managed circuitry ensures optimal network design, best pricing, and maximum leverage with the vendors when needed. Costs are relative to agency/school bandwidth requirement, but are based on latest contract pricing.
SWITCH AND ROUTER MANAGEMENT	WAN and LAN devices are managed and monitored by DTI. LAN or WAN hardware failures are replaced via DTI spare inventory within 4 hours. A DTI team ensures consistent deployment of networks, technical expertise, and lower total cost to support the infrastructure. DTI maintains hardware standards that remain consistent through a product's expected lifetime or approximately 6-8 years.
FIREWALL SERVICES AND REQUESTS	<p>DTI's Security team provides centralized firewall management for the State and K12 networks. The centrally managed service ensures consistent deployment of security policy, technical expertise, and lower total cost to support the infrastructure.</p> <p>Firewall rules block or allow specific traffic passing through from one side of the router to the other. Inbound rules (WAN to LAN) restrict access by outsiders to private resources, selectively allowing only specific outside users to access specific resources. Outbound rules (LAN to WAN) determine what outside resources local users can have access to.</p> <p>A firewall has two default rules, one for inbound traffic (block all access from outside except responses to requests from the LAN side.) and one for outbound (allow all access from the LAN side to the outside).</p> <p>Additional rules can be defined that will specify exceptions to the default rules. By adding custom rules, you can block or allow access based on the service or application, source or destination IP addresses, and time of day.</p>



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	<p>You can also choose to log traffic that matches or does not match the rule you have defined.</p> <p>You can change the order of precedence of rules so that the rule that applies most often takes effect first.</p>
DOMAIN NAME SERVICES	<p>DTI is the primary provider of Domain Name Services (DNS) for the State and K12 networks. The centrally managed service ensures consistent deployment of security policy, technical expertise, and lower total cost to support the infrastructure. The Domain Name Request process is used by state organizations, and in some cases by state-related organizations (counties, cities, municipalities), to request a new public facing (Internet) domain name for: a sub-domain directly under delaware.gov (e.g. "dti.delaware.gov"); or a new non-standard Internet domain name (e.g. www.delawaredti.com). This process is not required for sub-sub-domains (e.g. projects.dti.delaware.gov) or for any sub-domain within the state.de.us space (e.g. dti.state.de.us).</p> <p>A Domain Name System (DNS) provides the mechanism to translate a fully-qualified domain name (FQDN) to an IP Address. This translation is necessary to allow the use of understandable names versus IP addresses. A Domain Name System (DNS) request must be made when one of the following applies:</p> <ol style="list-style-type: none"> 1) A new server/service which needs to be addressed by name is established or 2) An existing server/service name or IP address changes or 3) A server/service is decommissioned
INTERNET SERVICES	<p>An Internet Service Gateway is a device that communicates with your ISP (Internet Service Provider) and brings in data from the ISP's router</p>
PROXY SERVICES	<p>DTI provides proxy services that allow users to connect to the Internet. Additionally proxies provide content filtering intended to block content that may be a security risk or may not be appropriate under the State Acceptable Use Policy, or, in the case of k12, compliant with the Child Internet Protection Act. Agency Information Security Officers have the ability to modify filter restrictions as appropriate for their organization.</p>



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REDUNDANT NETWORK CAPABILITY	The state's redundant network architecture provides critical applications crucial network uptime. Redundant features include hardware (such as power supplies, hot swap modules, failover ports, etc.) and software (network technologies and rings) that allow DTI to establish a high rate of availability (see General Service Levels & Metrics).
IP ADDRESS MANAGEMENT	IP Address Management – Internet protocol addresses are required for computer and network communications. DTI provides and manages IP addresses and Network Address Translations, both internal and external, for use by all State and k-12 organizations.
NETWORK TIME PROTOCOL (NTP)	NTP is an Internet protocol used to synchronize the clocks of computers to provide synchronization within a few milliseconds of Coordinated Universal Time. DTI uses NTP appliances to coordinate and maintain network time with the World Clock.
WINDOWS UPDATE SERVICE	DTI manages the Windows Update Services which provides vendor released security and critical updates to protect against vulnerabilities from malware and security exploits and other updates to correct or provide enhanced functionality.
CERTIFICATE SERVICES	Server certificates enable systems to confirm the identity of a server before they connect or transmit sensitive data. Certificates are procured from an approved certificate authority. DTI provides and manages these services for DTI managed systems.
ORDERING & PROVISIONING	
Telecommunications Circuits	To request a new (or make changes to an existing) telecommunications circuit each state organization has at least one person authorized to make requests. Those authorized individuals who have attended training can access the web-based (Telecommunications) Expense Management System (EMS) application. If unsure whether or not an issue is a repair or work which will require a service request and approval through EMS, contact the 24/7 DTI Service Desk at 302-739-9560 for assistance.
Switches and Routers	Contact your Information Resource Manager and/or Customer Engagement Specialist for additional information for new requests. For technical Support contact the DTI Service Desk .
Firewall Services and Requests	Agency Information Security Office (ISO) or Alternate ISO submits electronic requests through the DTI ServiceNow Request Management System. See Creating Firewall Security Access Requests .



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Domain Name Requests	<p>A DNS request is required when new applications, programs, or servers are established that will be accessed through the Internet which contains a domain name within the Delaware.gov domain.</p> <p>NOTE: DNS requests should be made only after the domain name has been approved, and the IP address has been established.</p> <p>The process applies to State of Delaware employees, sanctioned vendors, or contractors.</p> <p>Please follow the Domain Name Request Process.</p>
Internet Services	For technical Support contact the DTI Service Desk .
Proxy Services	For technical Support contact the DTI Service Desk .
Redundant Network Capability	For technical Support contact the DTI Service Desk .
IP Address Management	For technical Support contact the DTI Service Desk .
Network Time Protocol	For technical Support contact the DTI Service Desk .
Windows Update Services	For technical Support contact the DTI Service Desk .
Certificate Services	For technical Support contact the DTI Service Desk .

RATES & BILLING

DATA CIRCUITS

For State Agencies

Data Circuits	Monthly Rate
10 Mb TLS	\$750.00
100 MB TLS	\$1,500.00
1000 Mb TLS	\$2,200.00

For Schools

DTI subsidizes the first \$825 of connectivity for Schools

Data Circuits	Monthly Rate	School Pays
10 Mb TLS	\$750.00	\$0.00
100 MB TLS	\$1,500.00	\$675.00
1000 Mb TLS	\$2,200.00	\$1,375.00

Rates and Billing updated 4/10/2015

OTHER WAN MANAGEMENT RELATED SERVICES



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FEATURES	DESCRIPTION	BASE RATE	
Circuit Management	Included in base package	See Telecommunications Core Service Package	
Switch and Router Management	Included in base package	See Telecommunications Core Service Package	
Firewall Services and Requests	Included in base package	See Telecommunications Core Service Package	
Domain Name Services	Included in base package	See Telecommunications Core Service Package	
Internet Gateway Services	Included in base package	See Telecommunications Core Service Package	
Redundant Network Capabilities	Included in base package	See Telecommunications Core Service Package	
Windows Update Services	Included in base package	See Telecommunications Core Service Package	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION			
State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP) Strong Password Standard			
GENERAL SERVICE LEVELS & METRICS			
SERVICE TYPE	SERVICE MEASURE	PERFORMANCE TARGET	MINIMUM PERFORMANCE METRIC
Firewall Modification Security Requests	Approved Request	Mon-Fri, 0800-1630; within 37.5 business hours	90%
* Network Availability	Availability	Sun-Sat, 0000-2400	99.96%
<p>*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. EXCEPTION: Outages that are scheduled according to published guidelines and advance notice will not be part of the availability calculations.</p>			
Last Update: 12/14/2015			
Send additions, corrections or suggestions to the attention of the DTI OCM Team .			



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WIRELESS SERVICES – INTERNET ACCESS OPTIONS

There are various options for wireless internet access for differing categories of users from the State employee accessing internet services using State-Net and Bring-Your-Own-Device Net (BYOD-Net) to third party providers (vendors, contractors, other visitors) accessing internet services through Guest-Net. Additional information on these services is outlined below.

INTERNET ACCESS – GUEST-NET WIRELESS

This service is NOT available for K12, Higher Education, or “out-of-State network” organizations (those organizations that are not on the State Network). For DTI customers using this service it allows them to grant short-term internet access to end users (**vendors, contractors, or other visitors**) requiring wireless service.

- Guest-Net is an optional WiFi/SSID name made available based on agency discretion
- Guest-Net is open/non-authenticated WiFi, but requires acceptance of the state’s Acceptable Use Policy at the start of every 8-hour session
- Guest Net allows most social media and video streaming sites
- Guest Net is the equivalent of a public Hotspot and does not provide any State Intranet Connectivity
 - SSL VPN can be used to connect to State resources if necessary
- Primary use should be for visitors or Employee mobile device use

FEATURES INCLUDED

Deployment Planning	Coverage planning – hardware, software and location of access points.
Deployment Assistance	Configuring access point settings and the controlled public access point per-agency criteria.
Web Authentication Window	With the use of Internet Explorer – no browser configuration changes are required.

DTI RESPONSIBILITIES

Access	The service provides GuestNet across the State and utilizes the State VRF Infrastructure for security and access.
After Initial Purchase	Enterprise Wireless Service includes hardware and software maintenance.
Hardware/Software	Management and replacement of Access Points, local and enterprise controllers and related infrastructure.
Managed Services	Includes proxy services and proxy logging.

PUBLIC FACING ACCESS

Authentication Service	The public facing (public internet) applications environment is built to allow authentication through Delaware Single Sign-On (DE-SSO) .
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AGENCY RESPONSIBILITIES



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Initial Purchase	Customer will procure the initial Access Points and local Controllers and/or cabling as required. Once the solution is in production, the customer will provide access to the facility when device placement is required.
User Responsibilities	The “guest” must read the DTI Acceptable Use Policy and a signed Acknowledgement Statement must be maintained on file at the agency location.

ORDERING & PROVISIONING

Contact your [Information Resource Manager](#), and/or [Customer Engagement Specialist](#) for additional information.

For technical Support contact the [DTI Service Desk](#).

RATES & BILLING

DTI Wireless Controllers provision the Enterprise Wireless Service which is supported through an annual subscription. The subscription cost is \$485 per Access Point and is billed via a contract which may have all services listed.

APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

- [State Enterprise Standards and Policies](#)
- Acceptable Use Policy
 - State of Delaware Information Security Policy (DISP)

Last Update: 12/21/2016
 Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).

INTERNET ACCESS – BYOD-NET WIRELESS

This service is NOT available for K12, Higher Education, or “out-of-State network” organizations (those organizations that are not on the State Network). Bring Your Own Device Net (BYOD-Net) allows DTI customers (agencies, organizations) using this service to grant internet access to **state employee’s personal wireless devices**.

- BYOD-Net is an optional WiFi/SSID name made available based on agency discretion
- BYOD provides the same public Internet Access as Guest-Net
- BYOD-Net is an authenticated WiFi network
 - Uses your State AD login credentials
- BYOD-Net overcomes the inconveniences of Guest-Net by:
 - Eliminates the 8-hour timeout
 - Eliminates the need to Accept the AUP
 - Connects automatically as an employee walks within the wireless broadcast radius
- Primary use case should be for State employee’s personal Mobile Devices

FEATURES INCLUDED



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Deployment Planning	Coverage planning – hardware, software and location of access points.
Deployment Assistance	Configuring access point settings and the controlled public access point per-agency criteria.
Authentication	WPA2/802.1X user based authentication only.
DTI RESPONSIBILITIES	
Access	The service provides StateNet across the State and utilizes the State VRF infrastructure for security and access.
After Initial Purchase	Maintain and support core infrastructure.
Managed Services	Includes proxy services, proxy logging and user authentication.
Delivery	30-60 days.
AGENCY RESPONSIBILITIES	
Initial Purchase	Customer will procure the initial Access Points and local Controllers and/or cabling as required. Once the solution is in production, the customer will provide access to the facility when device placement is required.
User Group Setup	Setup or manage an Active Directory (AD) group for user authentication. The AD group will limit the network to intended users.
User Responsibilities	User will authenticate their device using their state AD credentials.
ORDERING & PROVISIONING	
Contact your Information Resource Manager , and/or Customer Engagement Specialist for additional information.	
For technical Support contact the DTI Service Desk .	
RATES & BILLING	
DTI Wireless Controllers provision the Enterprise Wireless Service which is supported through an annual subscription. The subscription cost is \$485 per Access Point and is billed via a contract which may have all services listed.	
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION	
State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP)	
Last Update: 12/21/2016	
Send additions, corrections or suggestions to the attention of the DTI OCM Team .	

INTERNET ACCESS – STATE-NET WIRELESS

This service is NOT available for K12, Higher Education, or “out-of-State network” organizations (those organizations that are not on the State Network).



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StateNet allows DTI customers (agencies, organizations) using this service to grant internet access to state employee's using **state owned** or approved devices ONLY.

- State-Net is the standard WiFi/SSID name available at State agencies with wireless services.
- State-Net is to be used for State owned Laptops or Tablets (or approved devices) Only
- State-Net usage is defined by AD group membership
- Agency Wireless will have access to all standard Intranet and Internet resources emulating a wired State Desktop PC
- Access to specific DMZ systems may require updated Firewall rules

FEATURES INCLUDED

Deployment Planning	Coverage planning – hardware, software and location of access points.
Deployment Assistance	Configuring access point settings and the controlled public access point per-agency criteria.
Authentication	WPA2/802.1X user based authentication only.

DTI RESPONSIBILITIES

Access	The service provides StateNet across the State and utilizes the State VRF infrastructure for security and access.
After Initial Purchase	Maintain and support core infrastructure.
Managed Services	Includes proxy services, proxy logging and user authentication.
Delivery	30-60 days.

AGENCY RESPONSIBILITIES

Initial Purchase	Customer will procure the initial Access Points and local Controllers and/or cabling as required. Once the solution is in production, the agency will maintain the access points and local infrastructure.
Hardware/Software	Hardware maintenance and lifecycle are the responsibility of the agency.
User Group Setup	Setup or manage an Active Directory (AD) group for user authentication. The AD group will limit the network to intended users.
User Responsibilities	User will authenticate their device using their state AD credentials.

ORDERING & PROVISIONING

Contact your [Information Resource Manager](#), and/or [Customer Engagement Specialist](#) for additional information.

For technical Support contact the [DTI Service Desk](#).

RATES & BILLING

DTI Wireless Controllers provision the Enterprise Wireless Service which is supported through an annual subscription. The subscription cost is \$485 per Access Point and is billed via a contract which may have all services listed.



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APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION

[State Enterprise Standards and Policies](#)

Acceptable Use Policy

State of Delaware Information Security Policy (DISP)

Last Update: 12/21/2016

Send additions, corrections or suggestions to the attention of the [DTI OCM Team](#).



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XML FIREWALL MANAGEMENT

DTI offers XML firewall services for Web Service based application-to-application communications between DMZs, and to and from internet services and clients. The XML Firewall is also referred to as the Secure Information Exchange Hub (SIEH).

FEATURES INCLUDED

XML FIREWALL Features	Web Service virtualization for SOAP, XML, REST and JSON protocols
	Authentication and access control
	XML-specific threat mitigation
	Availability SLAs
	SSL Key management and SSL-based client authentication
	Dynamic routing to multiple endpoints
	Message part encryption
	Detailed logging for troubleshooting
	Message transformation
XML Firewall Service Description	The XML Firewalls (SIEH) are secure, hardware-based appliances managed by DTI. There is a production environment and a test environment. For a detailed description of the infrastructure and features please see <Link to PowerPoint>
	The production XML Firewalls provide a high level of redundancy and security with 24x7 availability and they implement the State's IT Architecture Review Board (ARB) standard connectivity where required.
Approval Process	A DTI Network Firewall Request (ISF-92) maybe required in order for the web service to be implemented. Upon reviewing the web service request the DTI SIEH team will notify the web service contact if a network firewall request is required and, if so, will provide the pertinent information for that request.
	To help the DTI SIEH Team fully understand and expedite the processing of your request a high level process flow diagram of the web service from end to end is highly recommended but not required.
	Please allow 5 business days for the web service request to be reviewed by the SIEH team. Upon completion of the review, a SIEH team member will contact the web service provider and inform them if the web service request



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	has been approved or denied. If approved, they will give an estimated implementation time for the web service. If denied, they will provide reasons for the denial via email or phone call.	
AGENCY RESPONSIBILITIES		
Complete SIEH Form	Completion of Secure Information Exchange Hub (SIEH) Request to Add Web Services Forms . Provider ISO is to send the completed form (including consumer information and signatures) by either email to DTI_SIEH_Team@state.de.us or fax to 302-739-9686. All sections must be completed in order for the form to be properly processed. Any form that does not have the appropriate information and authorized signatures will be returned to the web service contact to be corrected and resubmitted.	
Testing of WSDL	The XML firewall testing procedures expected to be undertaken by the individual agencies involves the following:	
	User agency ensures each server involved with the request have the appropriate firewall rules applied for communication.	
	User agency loads the given Sentry or XWALL web address to import the Web Services Description Language (WSDL) file.	
	User agency begins testing each web request transaction.	
	If an issue is encountered, the user agency should contact the SIEH team via the DTI Service Desk to open a ticket.	
Verify that the WSDL is WSI compliant.	If possible indicate if the WSDL is WSI compliant. If non-compliant, the web service cannot be implemented in the DTI SIEH. A free open source tool called SOAPUI can be downloaded and used to verify if a WSDL is WSI compliant. The same tool is also very useful for testing web service calls.	
ORDERING & PROVISIONING		
Web Service deployments to the XML firewall are requested by submitting a Web Service Request form, obtained from Forms . For assistance or questions completing the Web Service Request form, contact DTI_SIEH_TEAM@state.de.us .		
RATES & BILLING		
FEATURES	DESCRIPTION	BASE RATE
Production XML Firewalls	The production XML Firewalls provide a high level of redundancy and security with 24x7 availability. They implement the State's IT Architecture Review	The cost of the XML Firewalls and management is borne by DTI.



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	Board (ARB) standard connectivity where required.	
Extraction and Analysis of transaction logs	Agencies are billed work diagnosing problems specific to the client (consumer application) or the service (provider application).	\$90.00 to \$100.00 per hour – contract or SLA is required.
APPLICABLE POLICY (IES), STANDARD(S), GUIDE(S), FORM(S), OR OTHER RELATED INFORMATION		
State Enterprise Standards and Policies Acceptable Use Policy State of Delaware Information Security Policy (DISP)		
GENERAL SERVICE LEVELS & METRICS		
SERVICE TYPE	DESCRIPTION	PERFORMANCE TARGET
SIEH Form process	Time to process requests	5 business days
Last Update: 12/31/2015		
Send additions, corrections or suggestions to the attention of the DTI OCM Team .		



APPENDIX A: GIS & MAPPING SOFTWARE

**New price list according to the New Enterprise Agreement will
be made available soon.**

7/15/2016

APPENDIX B: WILLIAM PENN DATA CENTER

DTI Hosting is available at the William Penn (WP) Data Center. The WP Data Center is a 7,000 square foot Level 7 hosting facility located in Dover, Delaware.

Hosting options include:

- [Client-Server Hosting – Co-Located \(Physical\)](#)
- [Server Hosting – Managed Physical](#)
- [Storage as a Service \(DTI Physically Co-Located Servers\)](#)
- [Virtual Co-Located Hosting \(for State Organizations Only\)](#)
- [Web Hosting](#)



Hosting Services at the WP Data Center provide the following benefits:

Availability & Reliability

- Power & Cooling
- UPS and Dedicated Generator
- Dual power feeds to each rack
- Metered in-rack PDUs
- Fully redundant cooling system
- Free Cooling Economizer
- Control and Monitoring Tools (hardwired & networked)

Disaster Recovery / COOP

- Offsite bare metal restores are performed at least 1 x per year for all DTI Managed Systems
- Practice transferring power from utility feed to generator at least 4 x per year

Physical Protection of IT Assets

- Onsite Personnel 24x7x365
- Interior/Exterior Video Monitoring
- Perimeter Security Barriers
- Computerized Entry & Exit Security System
- Mandatory Employee & Vendor Background Checks
- Mantraps
- FM200 and Halon Fire Suppression Agents
- Essential Onsite Operations staff is educated to respond to emergency facility, information technology and life safety incidents.