Our Organization’s Role

DTI is the state’s central IT organization, chartered to:

▪ Deliver core services to other state organizations
▪ Exercise governance over the technology direction and investments of the state
Mission: We provide technology services and collaborative solutions for Delaware.

Vision: Improve the lives of Delawareans through advance technologies that innovate government services.

Core Values:
- Value people and their contributions!
- Provide responsible stewardship!
- Be a strong and collaborative business partner!
- Innovate!
Chief Technology Officer

- PROJECT MANAGEMENT
- INNOVATION
- ENTERPRISE ARCHITECTURE/ DATA MANAGEMENT
- APPLICATION DELIVERY AND SUPPORT
- ENTERPRISE RESOURCE PLANNING (ERP)
Project Management

Focuses on delivery to meet stakeholder expected business outcomes through:

- Business analysis to develop clear project requirements/recommendations
- Leadership and coordination of communications and resources
- Tracking and mitigating issues, risks and change control processes
Innovation

- Solicit customer IT solution needs
- Research and explore IT solutions
- Share new service offerings to State agencies
- Support and interface with IT Governance
Enterprise Architecture

Manages Statewide standards and policies governing technology and data

- State Standards for Technology and Architecture Committee (TASC)
- Architecture Review Board (ARB)
- Change Control
- Network Assets and Inventory Tracking
Data Management

Promotes governance, management and sharing of Delaware's data to provide more value to the state.

- Data Governance
- Data Architecture
- Data Development
- Data Quality
- Integration Services
Application Delivery and Support

Develops, procures and supports business applications that sustain state government operations:

- Cloud Solutions and Web Technologies (.NET/Java, Salesforce, AWS, etc.)
- Enterprise Services (ServiceNow, GIS, SharePoint, etc.)
- Mainframe Applications (DelJIS, MVAL)
- Mainframe Reporting - Online/Print and Mail (Multiple State Agencies)
- Database Architecture and Administration (ERP’s PHRST, First State Financials, Pensions, Div. of Corporations (ICIS), DelDOT, Oracle and SQL Support, DNREC, AoA)
Enterprise Resource Planning (ERP)

Manages the State’s integrated financial and human resource management systems:

- Payroll Human Resources Statewide Technology (PHRST)
- First State Financials (FSF)
- Identity Access Management (IAM)
Chief of Administration

- HUMAN RESOURCES
- PROCUREMENT AND VENDOR MANAGEMENT
- CONTROLLER
Human Resources

Supports DTI’s most valuable asset, our employees!

- Federal and State legal compliance
- Internal policy and procedure support
- Compensation
- Labor relations
- Performance management plans
- Benefits packages and pension
- Employee recognition
- Recruitment, retention, training
- Onboarding and exit procedures
Procurement and Vendor Management

Manages the State’s IT purchases and relationships with IT vendors:

- Develop procurement quotes
- Negotiate prices and contract terms
- Monitor and assure vendor compliance with contract Terms & Conditions
Controller

Ensures all DTI financial functions are handled efficiently, in compliance with policy and the law. Staff provide timely, accurate and complete financial information for decision-making. General fiscal management responsibilities include:

- Business Case and Business Process review
- Accounts Payable/Receivable services (administer billing and chargeback)
- Payroll
- Grants Management, Training, Travel Reimbursement
Chief Operating Officer

- Systems Engineering / Systems Administration
- Data Center and Operations
- Telecommunications / Network Engineering
- Automation / Infrastructure
Systems Engineering

Design and build technology solutions:

- Virtualization Design and Build (Vcloud, Virtual Co-locate Systems, DTI Managed Systems, VMware)
- Middleware (Web Application, .NET Application, GIS, SharePoint, Identity Access Management)
Systems Administration

- Provides Enterprise back-up and recovery solutions
- Manages State voice and data circuits
- Coordinates appropriate lifecycle for hardware and software including patching, upgrades, replacement, etc. to client-server systems
- Provides moves, additions and changes for services including EVS, content filtering, Internet access and more
- 24/7 support
Data Center and Operations
Mainframe

- **Mainframe Services** provides system level administration and support for the operating system, Adabas databases, middleware, software products, utilities, networking and print facilities.

- **Network Operations Center (NOC)** is responsible for 24x7x365 enterprise system and data center facility monitoring, mainframe job scheduling, off-site tape management and visitor management for the Wm Penn data center.
Output Management provides state agencies with high-quality print-to-mail services utilizing high-speed laser printers and inserters as well as state-of-the-art validation tools.
Telecommunications/Network Engineering and Network Security

Manages the State and K12 IT infrastructure:

- Wide-Area Network (+K12 LAN), Wireless and VPN
- Firewalls, Proxies, Internet Connections
- Enterprise Voice Services (EVS), Voice, VoIP, SIP, CISCO Unified Messaging, Domain/Active Directory
- Storage Area Network (SAN) creation and management
- MS Office365 implementation and maintenance
Automation/Infrastructure

- Maintains automation and configuration management/software pipeline tooling
- Develops and maintains commonly used Systems Engineering and System Administration services (Base OS templates, IIS, Apache, etc.)
- Collaboratively works with other technical teams to ensure an automation pipeline can link at a common point
- Engineers and maintains the underlying infrastructure of our cloud IaaS offering (AWS)
Chief Security Officer

- COMPLIANCE/AUDIT
- ENTERPRISE SECURITY OPERATIONS
- RISK MANAGEMENT & GOVERNANCE
Supports, coordinates, and assists in audit and compliance activities within DTI and with agencies for which DTI provides support.

- Federal and State Compliance
- Due Diligence
- Internal Controls
Enterprise Security Operations

Security Operations Center (SoC)

- Vulnerability scanning/alerts
- Cybersecurity Incident Response
- Production Security Provisioning (PSP)
- Physical Security
- User Provisioning
- Information Security Office Support
Risk Management & Governance

Encompasses a holistic Security risk management approach including the development, planning and testing of organizational readiness for Continuity of Business Operations (COOP) in the event of an emergency or disastrous disruption.

- Risk Management
- Information Security Training/Phishing
- Business Continuity Documentation
- Strategic IT Disaster Recovery
- COOP, Disaster Recovery and Cybersecurity Exercises
Chief of Policy and Communications

POLICY

STRATEGIC COMMUNICATIONS

ORGANIZATIONAL CHANGE MANAGEMENT
Policy and Strategic Communications

Provides oversight and input into State legislative initiatives with a technology/government intersection. Manages DTI’s external and internal communications with agency partners, constituents, and policymakers.

- Input on Federal and State Compliance legislation
- Solicit Subject Matter Expert opinion to inform policy and legislation
- Support IT Governance (Technology Investment Council)
- Oversees content development and provision for DTI website
Organizational Change Management

Provides enterprise project-based support for orderly and informed organizational change processes—facilitating the “people side” of technological change.

- Assesses risks and opportunities change will present
- Develops proactive management and mitigation strategies
- Provides strategic communications and support for organizational change processes
- Creates branding, communications and training materials for new enterprise or agency technological initiatives
Chief of Partner Services

- Partner Engagement
- Service Desk
- Enterprise Desktop/LAN
Partner Engagement

The team provides the primary point of contact between DTI and state organizations.

- Broker mutually agreeable solutions by advocating for customer needs within DTI
- Share IT standards, policies and solutions with the agency
- Provide feedback and oversight to Partnership Service Agreements and enterprise service performance metrics
Serves as the customer single point of contact for DTI technology services and collaborative solutions

- Provides "Value Added" tier one support
- Escalates incidents and requests as appropriate
- Acts as a customer’s advocate to ensure incidents are resolved and requests are completed
The Enterprise Desktop LAN (EDL) Team provides 24/7 onsite and remote support for IT Centralized agency staff computers, peripherals, office and productivity applications as well as take request for network services and smart phones.

Oversees:

- Device lifecycle, patching and software update management
- Administers user network and device access and desktop engineering
Questions?

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