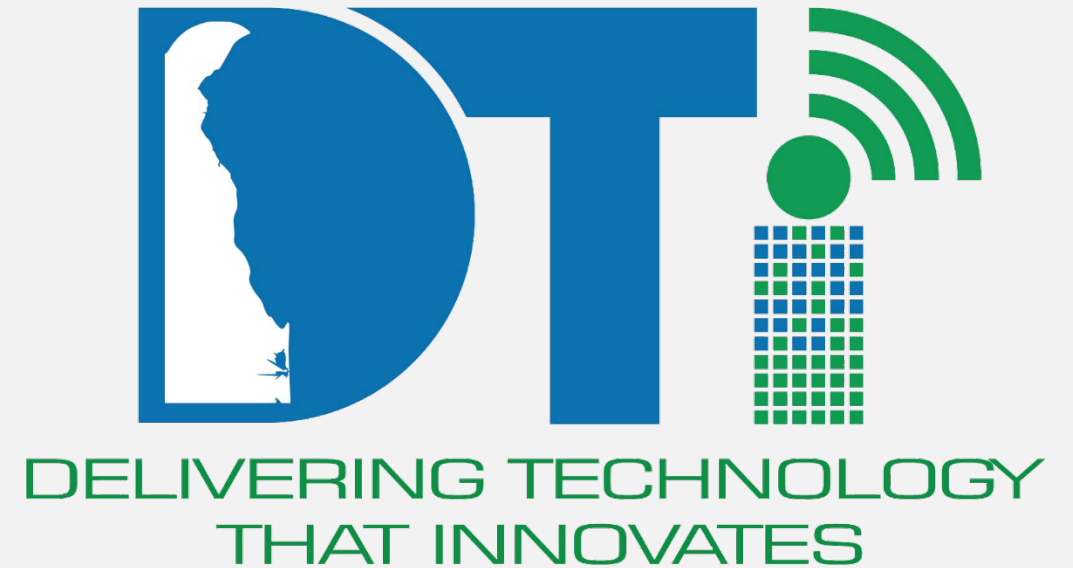
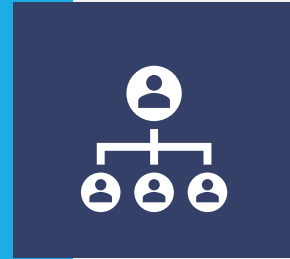


# Organization & Structure



# 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.

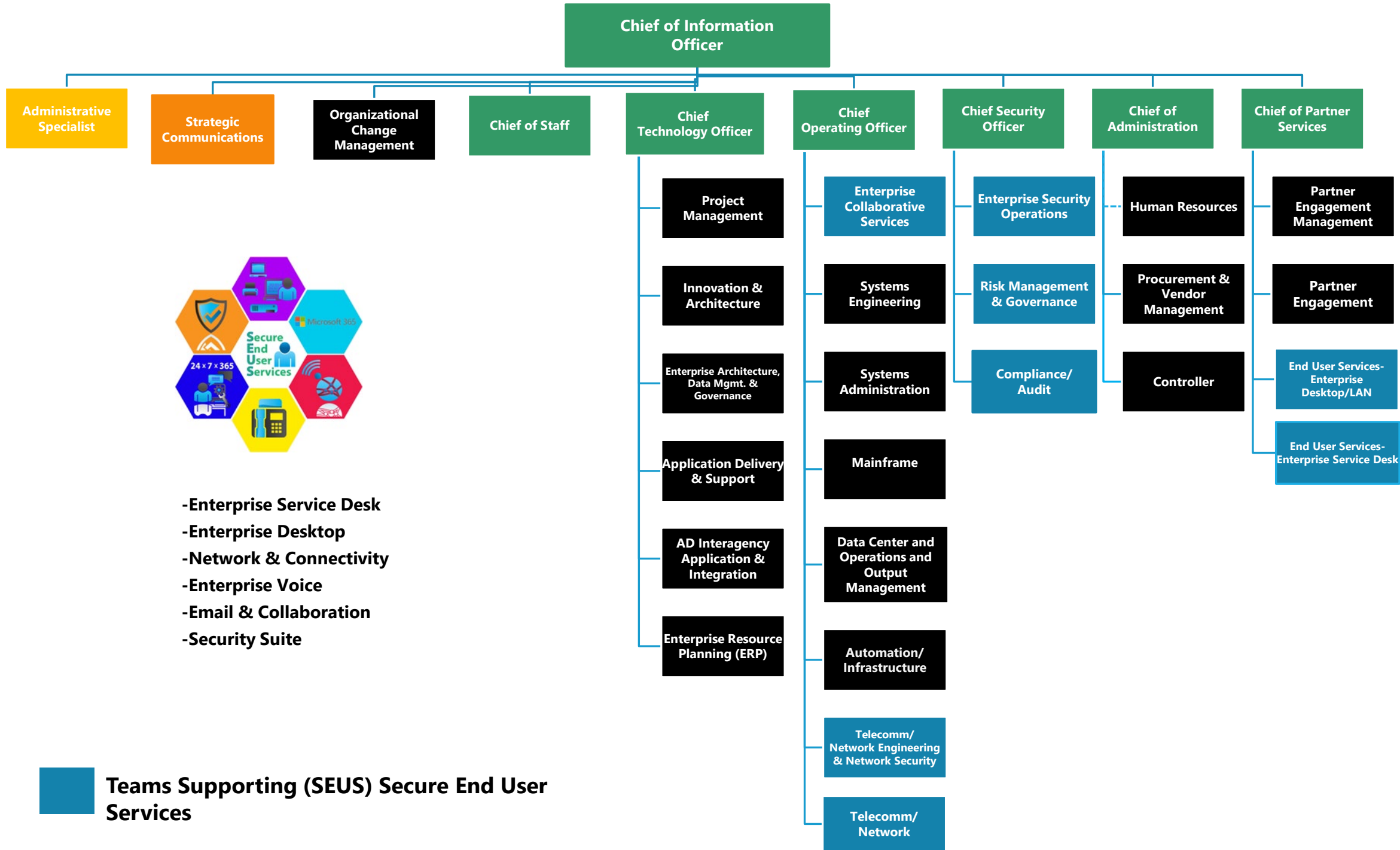
**Vision:** Improve the lives of Delawareans through advance technologies that innovate government services.

### **Core Values:**

- Value people and their contributions!
- Provide responsible stewardship!
- Be a strong and collaborative business partner!
- Innovate!



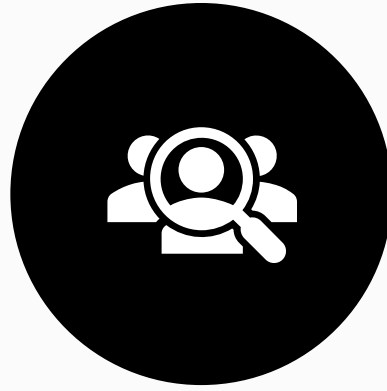
## **Learn More About DTI's Organizational Structure and Teams**



# Our People



EXECUTIVE LEVEL  
LEADERSHIP



TEAMS



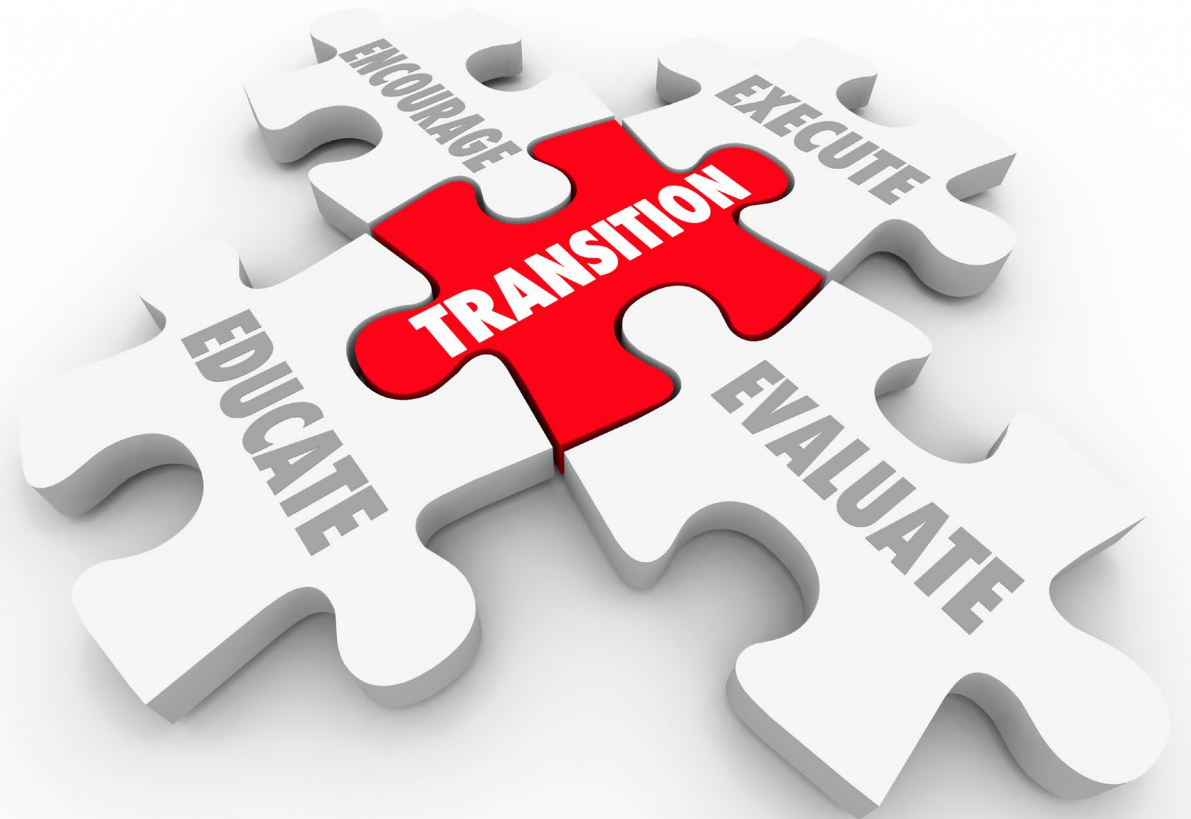
TEAMS SUPPORTING  
SEUS SERVICES

# 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 Technology Officer



PROJECT MANAGEMENT



INNOVATION AND  
ARCHITECTURE



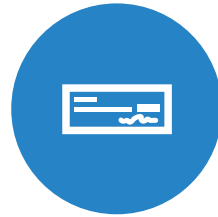
ENTERPRISE ARCHITECTURE/  
DATA MANAGEMENT AND  
GOVERNANCE



APPLICATION DELIVERY AND  
SUPPORT



APPLICATION DELIVERY  
INTERAGENCY &  
INTEGRATION



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 & Architecture

---

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



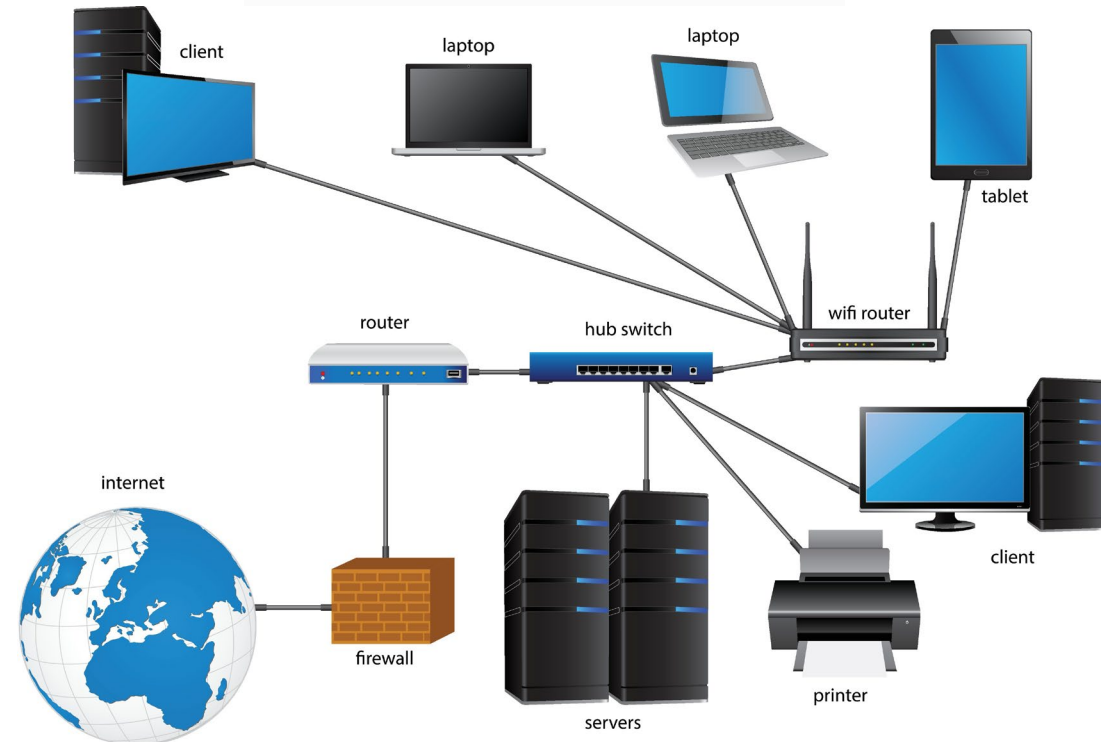
# Enterprise Architecture, Data Management & Governance

Enterprise Architecture & Governance  
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 & 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 (DeIIS, 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), DeIDOT, Oracle and SQL Support, DNREC, AoA)



# AD Interagency Application & Integration

---

Delivers Enterprise Integration platform solutions

- Secures external systems communications requiring security
- Establishes application integration standards
- MuleSoft

# 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 & 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

---

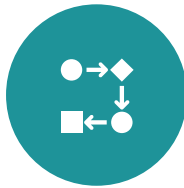
Ensures all DTI financial functions are handled efficiently, in compliance with policy and the law. Staff provide timely, accurate and complete financial information for decision-making. General fiscal management responsibilities include:

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

# Chief Operating Officer



ENTERPRISE  
COLLABORATIVE  
SERVICES



SYSTEMS  
ENGINEERING



SYSTEMS  
ADMINISTRATION



MAINFRAME  
SERVICES



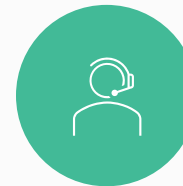
DATA CENTER AND  
OPERATIONS AND  
OUTPUT  
MANAGEMENT



AUTOMATION/  
INFRASTRUCTURE



TELECOM/  
NETWORK  
ENGINEERING &  
NETWORK SECURITY



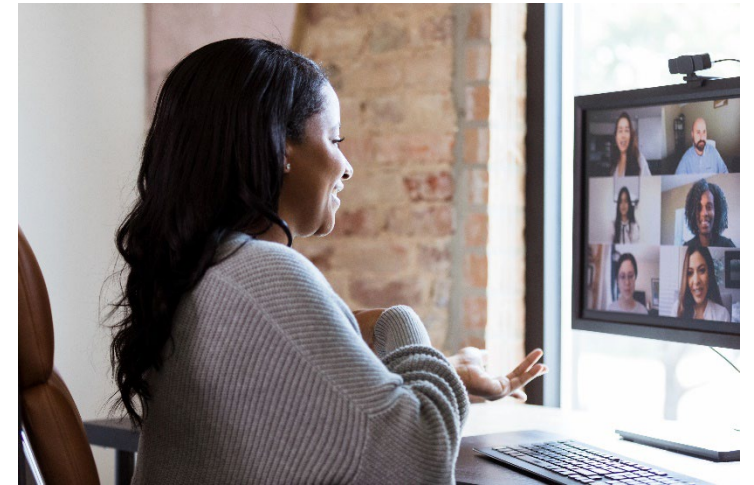
TELECOMM/  
NETWORK

# Enterprise Collaborative Services

---

Engineers, manages, and supports Active Directory, Email, and Collaborative services for State, K12, and CJ communities

- Active Directory, Exchange Hybrid, and Azure AD hybrid infrastructure
- Exchange Online (Microsoft 365 Email), Enterprise Fax, Secure Email (Egress), and Broadcast/Relay services
- SharePoint Online, Microsoft Teams, Power Automate, and Cisco WebEx
- Microsoft 365 eDiscovery



# Systems Engineering

---

## Security Design

- Threat mitigation & assessment
- Data & Communication encryption

## Architecture Design

- Requirements Gathering
- System Construction & Testing

## Life Cycle Management

- Capacity Planning
- OS / Server Upgrades

## Ongoing Support

- Midrange Computing
- 3<sup>rd</sup> Level Production Support





# Systems Administration

---

## System Stability

- System monitoring
- Certificate renewals
- Configuration management

## System Security

- Patching and updates of operating systems and applications
- Security tools installation and use to verify system integrity
- Server backup and restores
- Disaster Recovery

## Daily Operations

- Incident and Request resolution
- File restore, access management, log requests
- Change implementation



# Mainframe Services

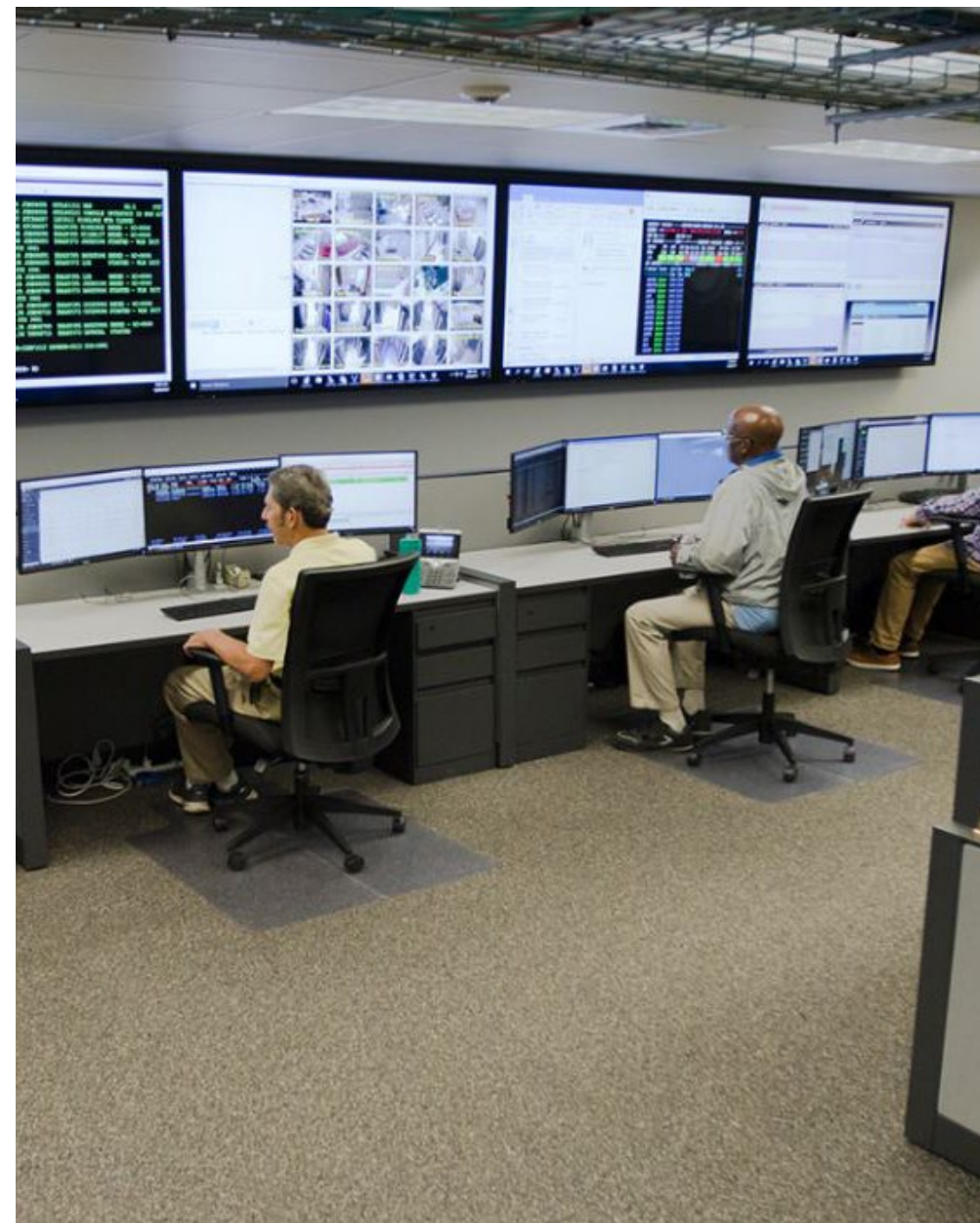
---

- System level administration and support for the operating system, software products, middleware, utilities, networking, and print facilities
- Adabas database administration and support
- Security consulting and resiliency services
- Legacy application modernization and support

# Network Operations Center (NOC)

---

- 24x7x365 enterprise system and data center facility monitoring
- Wm Penn data center visitor management
- Mainframe batch job scheduling and console operations
- On-site and off-site tape management services







# Output Management (Printing)

---

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.

# Automation/Infrastructure

---



- Architects, engineers, and administers the State's Private Cloud infrastructure including compute, storage, networking, and the automation to stitch it all together
- Maintains automation and configuration management/software pipeline tooling
- Develops and maintains commonly used Systems Engineering and System Administration services (Base OS templates, IIS, MS SQL, etc.)
- Collaboratively works with other technical teams to ensure an automation pipeline can link at a common point

# Telecommunication/Network Engineering & Network Security

---

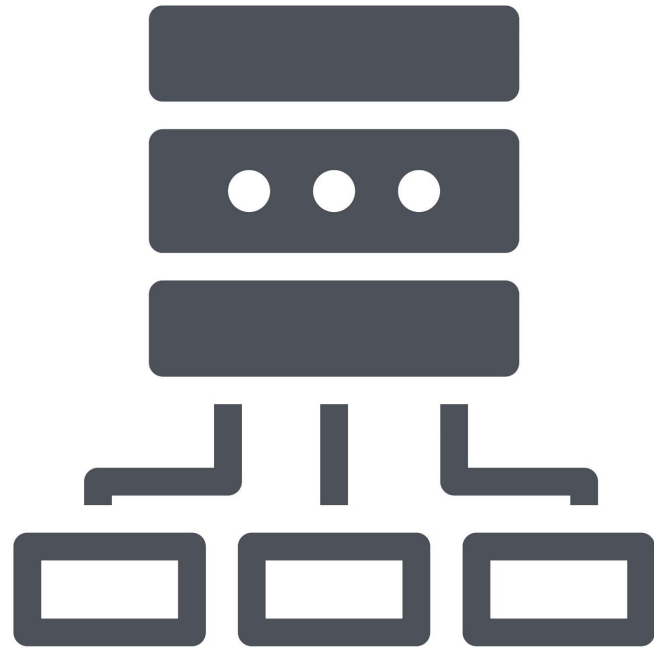
Manages the State and K12 IT infrastructure:

- 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



# Telecommunication/Network Engineering & Network Security

---



**PROXY SERVER**

For State and K12 Networks:

- Install, configure and manage firewall infrastructure
- Install configure and manage internet proxy infrastructure
- Configure tooling for integration, automation, and orchestration of network devices with external systems

# Telecommunication/Network Engineering & Network Security

---

- Manage Public DNS infrastructure, authoritative servers and resolvers
- Manage VPN Remote Access platform and customize VPN Remoted Access profiles per agency request
- Provide monitoring and observability of the network infrastructure





# Telecommunication/Network Engineering & Network Security

---

- Cabling services and standards
- Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF) buildouts
- Power and cooling infrastructure management
- Hardware staging, rack/stack and decommissioning
- Colocation remote smart hands
- Health check monitoring and uptime



# Telecommunications/Network

---

Manages the State telecommunications infrastructure:

- (Layer 2/Layer 3) routers and switches at 1,300+ remote sites
- Datacenter routers and switches, MPLS and BGP core network routing, Metro-E/WAN circuits with Network Service Providers (NSPs) and Internet Service Providers (ISPs)
- Inventory and management of all State TCP/IP addressing
- Cisco Enterprise Voice Services (EVS), VoIP, SIP, voicemail services, and SIP live video endpoint services
- Statewide Cisco Call Center - Call queueing and real time customer call center statistics

# Chief Security Officer



COMPLIANCE/AUDIT



ENTERPRISE SECURITY  
OPERATIONS



RISK MANAGEMENT &  
GOVERNANCE





# Compliance/Audit

---

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 Partner Services



PARTNER ENGAGEMENT



END USER SERVICES-  
ENTERPRISE SERVICE DESK



END USER SERVICES-  
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

# End User Services- Enterprise Service Desk

---

Serves as the customer's initial point of contact for DTI technology services and collaborative solutions

- Provides Tier 1 exceptional customer service, knowledgeable guidance, and "Value Added" technical support.
- Escalates incidents and requests as appropriate
- Acts as a customer's advocate to ensure incidents are resolved and requests are completed



# End User Services- Enterprise Desktop/LAN

---

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
- Hardware set up, software installation



# Questions?

EMAIL: [DTI\\_IT\\_CENTRALIZATION@DELAWARE.GOV](mailto:DTI_IT_CENTRALIZATION@DELAWARE.GOV)