



STATE OF DELAWARE
DEPARTMENT OF TECHNOLOGY AND INFORMATION
801 Silver Lake Blvd.
Dover, Delaware 19904

Doc Ref Number:	ESP-SERV-001	Revision Number:	1
Document Type:	Enterprise Policy	Page:	1 of 5
Policy Title:	Enterprise Services Policy		

Synopsis:	Provide standardized services for organizations in the State and guidance in the use of other solutions. Robust and reliable access to common solutions is key to delivering government services.
Authority:	Title 29 Chapter 90C Delaware Code, §9004C – General Powers, duties and functions of DTI “2) Create, implement and enforce statewide and agency technology solutions, policies, standards and guidelines, including as recommended by the Technology Investment Council on an ongoing basis and the CIO.
Applicability:	This Policy is applicable to all users of the State of Delaware communications and computing resources. DTI is an Executive Branch Agency and has no authority over the customers in Legislative and Judicial Branches, as well as Local Education Agencies, and other Federal and Local Government entities that use these resources. However, all users, including these entities, must agree to abide by all policies, standards promulgated by DTI as a condition of access and continued use of these resources.
Effective:	2/14/2020
Reviewed:	11/14/2023
Approved By:	Chief Information Officer
Sponsor:	Chief Technology Officer



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I. POLICY

EXECUTIVE SUMMARY

In order to provide efficient, automated processes in State government, it is critical to have enterprise services that enable citizens and State users to access and analyze information and services.

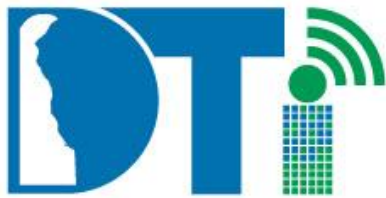
PURPOSE

This policy defines enterprise services, which includes business applications, technologies and telecommunications, for use in the State.

POLICY STATEMENT

When State organizations are looking for solutions to their business problems, they must utilize the mandatory services defined in the Enterprise Services standard and they should consider the optional services listed in the Enterprise Services standard.





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POLICY PROVISIONS

Criteria

1. An executive sponsor or board must be designated for each enterprise solution.
2. The solution must be designed for use by all State organizations.
3. *The solution must have an associated Enterprise Security Operations plan that would include:
 - o 24x7 security incident detection and response
 - o Central log management
 - o Clean application and/or system security assessment
 - o An effective identity and access management process
 - o Appropriate network, system and application security protections
 - o Participation in the State's disaster recovery and business continuity program
 - o Meet or exceed all related compliance requirements for the associated data
4. Service level (support) agreements must be available for each enterprise solution that aligns with their business criticality classification
 - o The implementation must be a standard deployment.
 - o While configurations are expected, any customization must be approved via a documented governance process.
5. A documented user on-boarding process must be established.
6. As part of established RFX processes, we expect
 - o The solution to have an approved contract, funding model (with chargebacks for DTI sponsored services) and licensing model.
 - o Reference checks were conducted.

Responsibilities

1. The sponsor of a project and the project manager are responsible for utilizing Enterprise services, when they are selecting technology for the organization.
2. The DTI Customer Engagement Specialist (CES) is responsible for connecting the agency with the appropriate enterprise service owner.

*This criterion does not apply to the enterprise services in the initial version of the State's Enterprise Services standard.



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II. DEFINITIONS

- A. Enterprise Service – This is a service, which includes business applications, technologies and telecommunications that is available for all State organizations. It has been designed and licensed to be used by all State organizations. Additional funding may be required for new customers. Some of the enterprise services are mandatory and other enterprise services are optional.
- B. RFX – This is a strategic sourcing term that captures all references to Request for Information (RFI), Request for Proposal (RFP), Request for Quote (RFQ), and Request for Bid (RFB).
- C. Executive sponsor or board – This is an individual or group of individuals that are accountable for delivering an enterprise service to State organizations.

III. DEVELOPMENT AND REVISION HISTORY

Date	Revision
2/14/2020	Rev 1 – Initial version





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IV. APPROVAL SIGNATURE BLOCK

On File	
Name & Title: State Chief Information Officer	Date

V. LISTING OF APPENDICES

VI. RELATED POLICIES AND STANDARDS

[Enterprise Services Standard](#)



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