



DELAWARE STATE-WIDE INFORMATION TECHNOLOGY AND ARCHITECTURE STANDARDS

Standard ID:	ES-SERV-001
Title:	Enterprise Services
Domain:	Services
Discipline:	Solution portfolio
Revised Date:	N/A
Revision no.:	0
Original date:	2/14/2020

I. Authority, Applicability and Purpose

- A. **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.
- B. **Applicability:** Applies to all 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 School Districts, 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 funding, access and continued use of these resources.
- C. **Purpose:** In order to provide efficient, automated processes in State government, it is critical to have shared services that enable citizens and State users to access and analyze information and services. Robust and reliable access to common solutions is key to delivering government services.

II. Scope

- A. **Audience:** This guideline is intended for business and IT personnel.
- B. **Areas Covered:** This document includes all of the solutions where it is required to use a common solution across all State organizations.
- C. **Environments:** NA

These standards are adopted by the Department of Technology and Information (DTI), through the Technology and Architecture Standards Committee (TASC), and are applicable to all Information Technology use throughout the State of Delaware. Any questions or comments should be directed to dti_tasc@delaware.gov.



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III. Process

- A. **Adoption:** These standards have been adopted by the Department of Technology and Information (DTI) through the Technology and Architecture Standards Committee (TASC) and are applicable to all Information Technology use throughout the state of Delaware.
- B. **Revision:** Technology is constantly evolving; therefore the standards will need to be regularly reviewed. It is the intent of the TASC to review this standard annually. The TASC is open to suggestions and comments from knowledgeable individuals within the state, although we ask that they be channeled through your Information Resource Manager (IRM).
- C. **Contractors:** Contractors or other third parties are required to comply with these standards when proposing technology solutions to DTI or other state entities. Failure to do so could result in rejection by the Delaware Technology Investment Council. For further guidance, or to seek review of a component that is not rated below, contact the TASC at dti_tasc@state.de.us.
- D. **Implementation responsibility:** DTI and/or the organization's technical staff will implement these best practices during the course of normal business activities, including business case review, architectural review, project execution and the design, development, or support of systems.
- E. **Enforcement:** DTI will enforce these best practices during the course of normal business activities, including business case and architectural review of proposed projects and during the design, development, or support of systems. These best practices may also be enforced by others during the course of their normal business activities, including audits and design reviews.
- F. **Contact us:** Any questions or comments should be directed to dti_tasc@state.de.us.

IV. Definitions/Declarations

- A. **Definitions**
 - 1. Configuration – This involves using a feature within the standard deployment of a solution such as establishing security roles for a user and building email templates.
 - 2. Customization – This involves altering the behavior of the standard deployment of a solution thru custom coding. Typically, a customization will impact the updates/upgrades of the solution.

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B. Declarations

V. Definitions of Ratings

COMPONENT RATING	USAGE NOTES
<p>STANDARD – DTI offers internal support and/or has arranged for external vendor support as well (where applicable). DTI believes the component is robust and solidly positioned in its product life cycle.</p>	<p>These components can be used without explicit DTI approval for both <u>new projects</u> and <u>enhancement</u> of existing systems.</p>
<p>DECLINING – Deprecated - DTI considers the component to be a likely candidate to have support discontinued in the near future. A deprecated element is one becoming invalid or obsolete.</p>	<p>Via the State’s waiver process, these components must be explicitly approved by DTI for <u>all projects</u>. They must not be used for <u>minor enhancement</u> and <u>system maintenance</u> without explicit DTI approval via the State’s waiver process.</p>
<p>DISALLOWED – DTI declares the component to be unacceptable for use and will actively intervene to disallow its use when discovered.</p>	<p>No waiver requests for new solutions with this component rating will be considered.</p>

- A. Missing Components** – No conclusions should be inferred if a specific component is not listed. Instead, contact the TASC to obtain further information.

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VI. Component Assessments

Component	Rating	Usage	Comments
Employee			
Time and attendance tracking	Standard	Mandatory	Contractors are not included. Does not include K12.
Enterprise Resource Planning (ERP)	Standard	Mandatory	
Recruitment	Standard	Mandatory	
Training	Standard	Mandatory	This is a Learning Management System. Tracking contractor training is billable.
Data			
Open Data	Standard	Mandatory	
Geospatial data	Standard	Mandatory	
Communication			
Email/Calendar	Standard	Mandatory	

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Secure Email	Standard	Mandatory	
Notifications	Standard	Mandatory	
End Point Protection	Standard	Mandatory	
Identity Management	Standard	Optional	
Single Sign-On	Standard	Mandatory	
Log Management & SIEM	Standard	Optional	
Vulnerability Management	Standard	Optional	
Application Security Scanning	Standard	Optional	
Security Gateway	Standard	Mandatory	
Disaster Recovery	Standard	Optional	
Wide Area Network (WAN)	Standard	Mandatory	
Internet	Standard	Mandatory	
Directory			
State	Standard	Mandatory	
K12	Standard	Optional	
State and K12 Directory Integration	Standard	Mandatory	

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Certificate Authority	Standard	Optional	
Enterprise Fax Service	Standard	Optional	
Content Filtering	Standard	Mandatory	Does not include K12
VPN	Standard	Mandatory	
Server Hosting	Standard	Optional	Does not include K12
Domain Name Service	Standard	Mandatory	
Internet DNS	Standard	Mandatory	
Global Server Load Balancing	Standard	Optional	
Wireless Network Connectivity			
State	Standard	Mandatory	
Guest	Standard	Mandatory	
State-BYOD	Standard	Mandatory	
Phone	Standard	Optional	

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