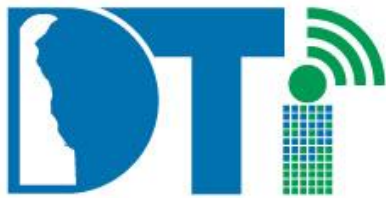




STATE OF DELAWARE
DEPARTMENT OF TECHNOLOGY AND INFORMATION
 801 Silver Lake Blvd.
 Dover, Delaware 19904

Doc Ref Number:	OTH-PSP-001	Revision Number:	0
Document Type:	Enterprise Policy	Page:	1 of 7
Policy Title:	Partner Services Policy		

Synopsis:	Establishes DTI’s framework for delivery of technology services to State Agencies
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. The Department of Technology and Information (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:	6/1/2024
Reviewed:	5/13/2024
Approved By:	Chief Information Officer
Sponsor:	Chief of Partner Services



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I. POLICY

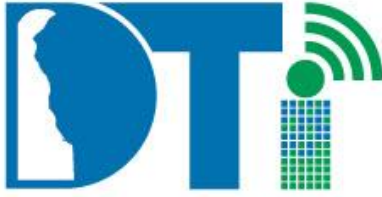
EXECUTIVE SUMMARY

The Department of Technology and Information (DTI) is tasked with delivering both statewide and agency technology solutions. This policy defines how DTI will engage with any given Partner Organization ("Partner") in the course of delivering technology products and services.

POLICY STATEMENT

Term

1. This policy is effective upon signature of the Chief Information Officer. It will remain in full force and effect unless revoked by DTI.
2. DTI will review this policy on an annual basis. Any suggestions for changes to this policy may be submitted to dti_tasc@delaware.gov for consideration.



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Enterprise Service Delivery

1. DTI maintains an active portfolio of products and services. Some are defined as [Enterprise Services](#) and are designed to be the primary or sole statewide solution. This portfolio is intended to be reviewed at least annually.
2. DTI will maintain a [Service Catalog](#) on the DTI website detailing products and services available to Partners. Each product or service listing will include a brief description of the item, instructions for ordering, any associated costs, a listing of Partner/DTI responsibilities, and any associated Service Level Agreements.
3. Terms and details specific to each product and service will be set forth in a Terms of Service (TOS). DTI cannot commence performance of service delivery until a fully executed TOS is received to authorize the service. In the case of a conflict between the TOS issued and this policy, this policy shall prevail.
4. For services delivered in a centralized statewide approach and not fully covered by General Funds, DTI will recover costs from Partners based on consumption, actual utilization, or an appropriate allocation of costs as determined by DTI. The cost for each service will be reviewed annually by DTI and approved by the Director of the Office of Management and Budget and the Controller General. Approved rate sheets will be posted on the DTI website. 29 Del. C. § 9004C(10).
5. DTI, in its sole discretion, may enter into contracts with third party providers in the course of providing technology products and services to Partner organizations. DTI retains responsibility for oversight and accountability for the performance of any third-party providers. 29 Del. C. § 9004C.
6. DTI maintains processes to address both [change management](#) and [problem management](#) for service delivery. The goal of these processes is to minimize the risk of business disruption for Partners.
7. To safeguard Delaware's crucial network infrastructure, DTI will institute a compulsory two hour maintenance window each quarter to apply security patches to network devices. The DTI Network Operations and Security teams will undertake the responsibility of identifying, testing, and implementing patches during these scheduled intervals. The designated 2-hour maintenance window is fixed for the second Sunday of January, April, July, and October, occurring from 4:00 AM to 6:00 AM. DTI will give advance notice to Partners via the DTI change management process if the specified quarterly maintenance window will be utilized. These maintenance windows aim to



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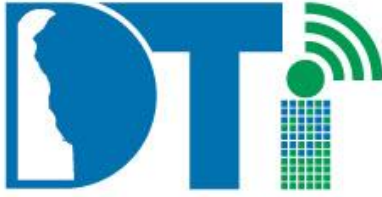
reduce security risks by ensuring networks maintain up-to-date and secure configurations. Furthermore, DTI retains the authority to conduct emergency maintenance as required to address zero-day cyber threats and mitigate critical vulnerabilities. DTI will endeavor to provide Partners with as much advance notice as feasible through the change management process and partner services outreach.

Cost Recovery

1. Charges for products and services provided by DTI will be based on the then current published rate schedule, or on a specific quotation provided in connection with a TOS. The current rate schedule as published on the DTI website supersedes and replaces all previous published rate schedules.
2. DTI may provide, upon Partner request, an estimate of cost for proposed products and services. Specific agreements addressing costs, schedules, and other factors will be described in the associated TOS. Partner is responsible for paying the agreed amount set forth in the TOS.
3. DTI will invoice Partners monthly, detailing charges for services rendered during the preceding month. Invoices will include the name of the service, the level of consumption, and the applicable unit rate. Payment is due upon receipt of invoice by Partner and becomes delinquent 30 calendar days thereafter.

Partner Engagement

1. Each Partner organization will be assigned a DTI Customer Engagement Specialist. The Customer Engagement Specialist serves as the primary point of contact for communications between DTI and Partner organizations. 29 Del. C. § 9004C(24).
2. Customer Engagement Specialists are responsible for understanding the mission and strategy of each assigned Partner, and making recommendations on how technology can help in meeting stated objectives by connecting Partners to established [Enterprise Services](#), where possible. If no Enterprise Service is available, the Customer Engagement Specialist will assist the Partner in identifying an acceptable solution in accordance with all State policies, standards, and guidelines.
3. Each Partner will be provided with an annual technology portfolio review. The purpose of this review will be to identify the current technology products and services being delivered by DTI and make any necessary changes to future delivery. This review will



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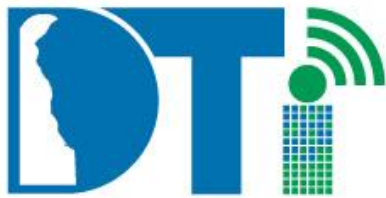
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be conducted in conjunction with the state budget cycle to assist agencies in planning their technology spend.

4. DTI maintains an [Information Technology \(IT\) Business Case](#) process which helps to build the justification for IT projects. Partners must submit a business case to DTI for approval of any agency information technology initiative before work begins (this includes work to prepare and publish an RFP). Customer Engagement Specialists are responsible for working with Partners to coordinate submission of the Business Case form.

Disputes and Remedies

1. Partner will promptly notify DTI of disputes regarding invoices, or of services which Partner believes do not conform with this policy or the TOS, within 30 calendar days of receipt of an invoice or performance of services, whichever occurs later.
2. For any DTI-provided services which fail to conform to the specifications of this policy or a TOS, and such failure is caused solely by DTI, no charge will be invoiced. If both parties contribute to the issue, the parties agree to apportion between them the damage attributable to the actions of each. Partner is solely responsible for any damage caused in whole or in part by omissions of material information, as well as inaccurate or inadequate data, programs, or software furnished by Partner to DTI.
3. For any equipment damaged by either party, that party will be obligated to pay for repair or replacement of that equipment. If both parties are responsible, the parties agree to apportion between them the damage attributable to the actions of each.
4. When a dispute arises concerning provision of IT goods or services, the Partner shall contact their assigned Customer Engagement Specialist to first attempt to negotiate a mutually satisfactory solution. In the event the dispute cannot be resolved between the Partner and the Customer Engagement Specialist, the dispute may be escalated to the Customer Engagement Manager and then the DTI Director of Partner Engagement. If the dispute still cannot be resolved satisfactorily, it may be escalated to the DTI Chief of Partner Services. The DTI Chief of Partner Services will work in good faith with Partner leadership toward an equitable resolution for all. Both DTI and the Partner agree to proceed diligently with the performance of services requested under any TOS while any dispute is pending.



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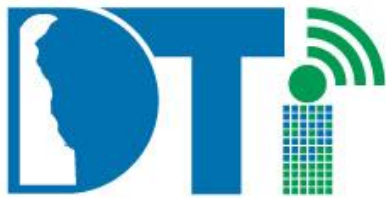
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II. DEFINITIONS

1. **Cost Recovery** – The methodology by which DTI allocates costs incurred to deliver on a particular service offering to Partners based on their consumption level of each service.
2. **Enterprise Service** – This is a standardized service, which includes business applications, technologies, and telecommunications, that is available to Partners for consumption. Some enterprise services are mandatory and other enterprise services are optional, as noted in the Enterprise Services Policy.
3. **Terms of Service (TOS)** – This document functions as an agreement between DTI and a Partner Organization for DTI to deliver a specific product or service and for Partner to consume such product or service. The TOS will include the expected consumption level of the Partner, the rate to be used for cost recovery, and responsibilities of each party for delivery. Each TOS must be approved by the appropriate authorities from both DTI and the Partner Organization.
4. **Partner Organization** – Entities that consume DTI products and/or services. Partner Organizations can include executive, judicial, legislative, and K12 agencies.
5. **Service Catalog** – Active portfolio of products and services available for delivery by DTI. This is maintained on the DTI website.

III. DEVELOPMENT AND REVISION HISTORY

Date	Revision
5/13/2024	Initial version



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IV. APPROVAL SIGNATURE BLOCK

On File Gregory Lane	
Name & Title: State Chief Information Officer	Date

V. LISTING OF APPENDICES

[Change Management Procedure](#)

[Information Technology \(IT\) Business Case Process](#)

[Problem Management Process](#)

VI. RELATED POLICIES AND STANDARDS

[Enterprise Services Standard](#)

[Enterprise Services Policy](#)