



DELAWARE STATE-WIDE INFORMATION TECHNOLOGY AND ARCHITECTURE STANDARDS

Standard ID:	ES-SERV-001
Title:	Enterprise Services
Revision Number:	2
Domain:	Services
Discipline:	Solution Portfolio
Effective:	2/14/2020
Reviewed:	2/26/2024
Approved By:	Chief Information Officer
Sponsor:	Chief Technology Officer

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 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 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 standard 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



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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 of the proposed technology solution. For further guidance, or to seek review of a component that is not rated below, contact the TASC at dti_tasc@delaware.gov.
- 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, comments, or to request a copy of the detailed list of specific services, please email dti_tasc@delaware.gov.

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.
- B. **Declarations** – N/A



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V. Definitions of Ratings

COMPONENT RATING	USAGE NOTES
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.	These components can be used without explicit DTI approval for both <u>new projects</u> and <u>enhancement</u> of existing systems.
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.	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.
DISALLOWED – DTI declares the component to be unacceptable for use and will actively intervene to disallow its use when discovered.	No waiver requests for new solutions with this component rating will be considered.

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

VI. Component Assessments

Component/Service	Rating	Usage	Comments
<i>Collaboration - Email & Productivity</i>			
Conferencing Services	Standard	Mandatory	Conferencing Services
Email and Collaboration Services	Standard	Mandatory	Office 365 GCC G3 or G1 Plan. Includes Secure Email

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Component/Service	Rating	Usage	Comments
State Directory	Standard	Mandatory	List of State users
K12 Directory	Standard	Optional	List of K12 users
Enterprise Fax Service	Standard	Mandatory	Enterprise Fax Service for Users
Power Automate and Power Apps	Standard	Optional	Creation of automated workflows, synchronize files, notifications.
<i>Enterprise Desktop LAN (EDL)</i>			
Enterprise Desktop LAN Support	Standard	Optional	Enterprise Desktop LAN Support
<i>Enterprise Voice</i>			
Voice and Data Services	Standard	Optional	Voice and Data Services for the State's telephony infrastructure
<i>Network & Connectivity</i>			
Cell Booster Services	Standard	Mandatory	Cell Booster Services
Wide Area Network Services	Standard	Mandatory	Wide Area Network (WAN) Service
Domain Name Service (Internet)	Standard	Mandatory	Resolves names to IP Addresses
K12 DNS (Intranet)	Standard	Optional	Resolves names to IP Addresses
State DNS (Intranet)	Standard	Mandatory	Resolves names to IP Addresses
Wide Area Network (Commodity Internet)	Standard	Mandatory	Network connections such as circuits
Internet (Service Provider)	Standard	Mandatory	
Certificate Authority	Standard	Mandatory – internal certificates	Security certificates

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Component/Service	Rating	Usage	Comments
		Optional – external certificates	
Content Filtering	Standard	Mandatory	Filtering internet access. Does not include K-12.
Secure Remote Access (SSL-VPN)	Standard	Mandatory	Secure Remote Access (SSL-VPN)
Wireless Services	Standard	Mandatory	Wireless Services
Global Server Load Balancing	Standard	Optional	Load balancing and/or health checking DNS answers across multiple servers/ip addresses
<i>Security Suite</i>			
Business Continuity Consulting	Standard	Optional	Business Continuity Consulting
Disaster Recovery	Standard	Optional	Disaster Recovery
Firewall Management	Standard	Mandatory	Firewall Management
Endpoint Detection and Response Services	Standard	Mandatory	Securing Endpoint Devices
Identity & Access Management (IAM)	Standard	Mandatory	State IAM solution. End-to-End User Lifecycle Management. Onboarding Web Applications to State IAM Solution
Security Information and Event Management (SIEM) Services	Standard	Mandatory	Logging and Security Information and Event Management
Web Access Firewall Management (WAF)	Standard	Mandatory	Application protection

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Component/Service	Rating	Usage	Comments
Vendor Hosted Web Shielding Services	Standard	Optional	Securing vendor hosted applications
Vulnerability Management Services	Standard	Mandatory	Software patch management including discover/identifying, assess/classifying, prioritizing, remediating, and mitigating software vulnerabilities in Software.
<i>Enterprise Service Desk</i>			
Enterprise Service Desk	Standard	Optional	Reporting and resolution of IT incidents, service requests and general IT inquiries

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Component/Service	Rating	Usage	Description
Time and attendance tracking	Standard	Mandatory	Contractors are not included. Does not include K12.
Enterprise Resource Planning (ERP)	Standard	Mandatory	Human Resources, Financial, Benefits, Pensions
Recruitment	Standard	Mandatory	Job Openings
Delaware Learning Center	Standard	Mandatory	This is a Learning Management System. Tracking contractor training is billable.
Open data	Standard	Mandatory	Sharing, viewing and analyzing data sets
Enterprise GIS (FirstMap)	Standard	Mandatory	Sharing, viewing, and analyzing data that have a location
Server Hosting	Standard	Optional	Provides computer resources to applications. Does not include K-12.
Notifications	Standard	Mandatory	Delaware Notification Service

VII. Development and Revision History

Date	Revision
2/14/2020	Rev 0 – Initial version
6/7/2022	Rev 1 – SEUS
8/19/2022	Rev 1 – Clarified that email and secure email are mandatory services
2/26/2024	Rev 2 – Updated to reflect the new SEUS structures

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