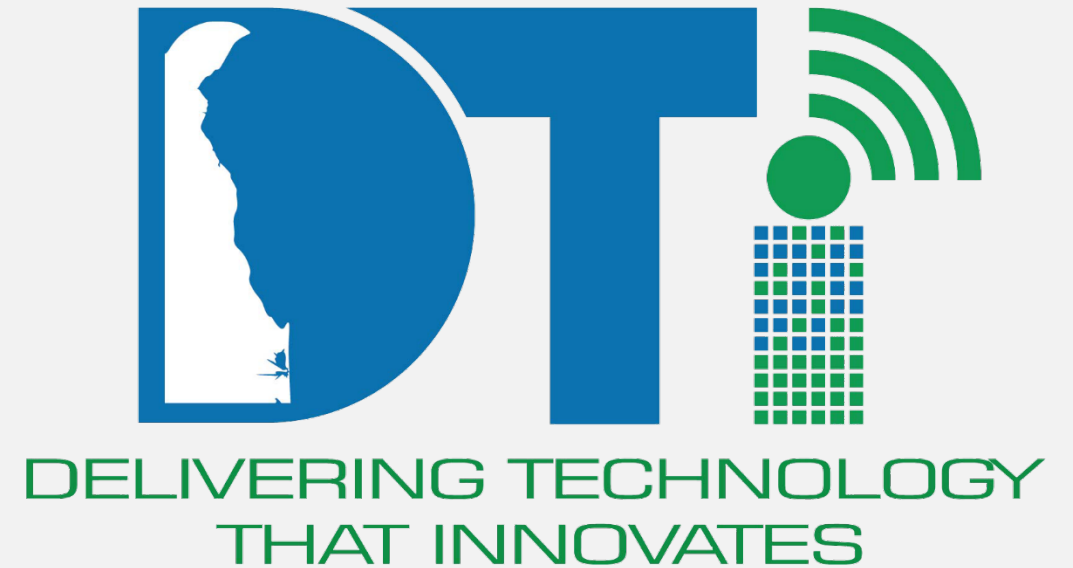
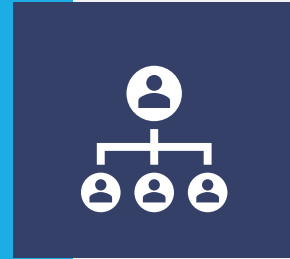


Organization & Structure



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



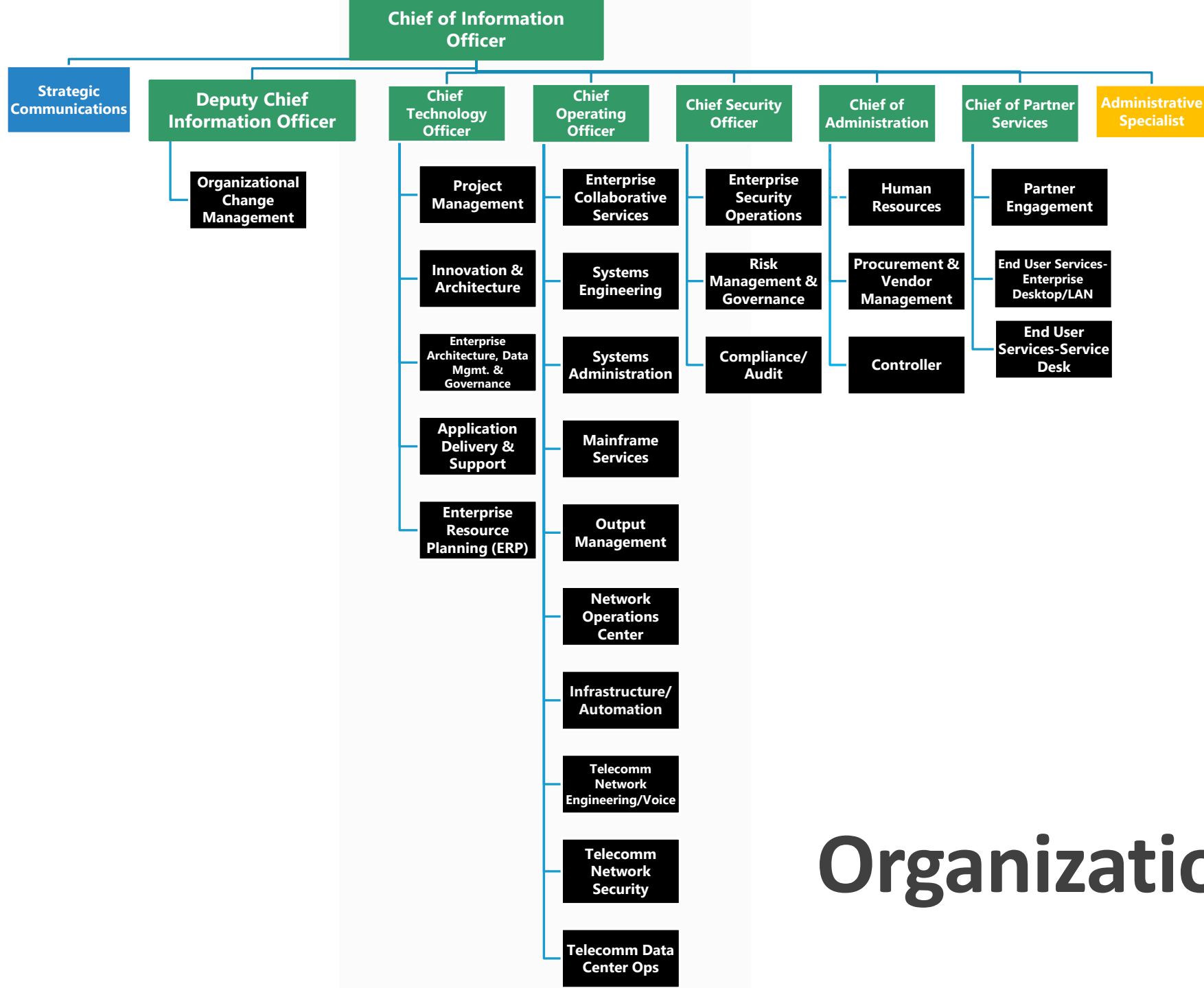


Mission: We provide technology services and collaborative solutions for Delaware.

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!



Organization

Deputy Chief Information Officer

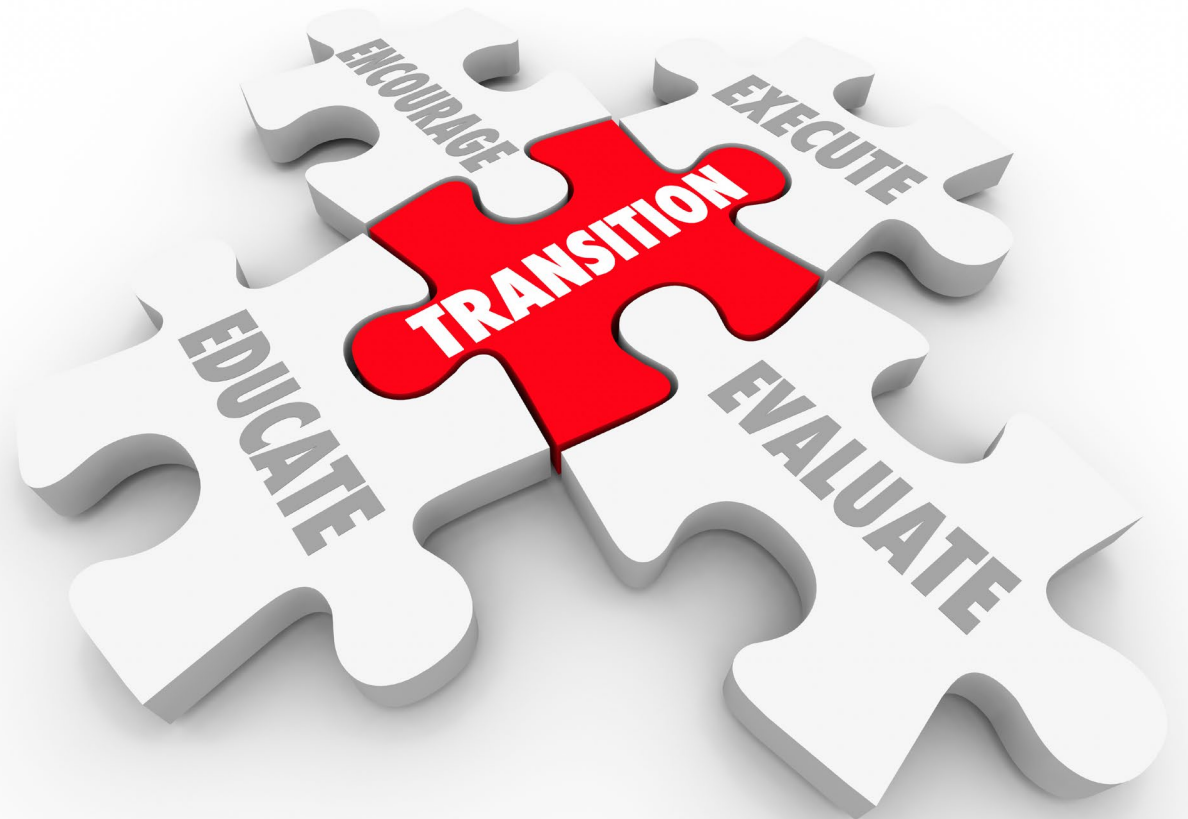


ORGANIZATIONAL CHANGE
MANAGEMENT

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



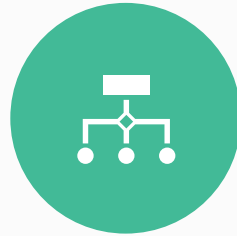
Chief Technology Officer



PROJECT MANAGEMENT



INNOVATION AND
ARCHITECTURE



ENTERPRISE ARCHITECTURE/
DATA MANAGEMENT AND
GOVERNANCE



APPLICATION DELIVERY AND
SUPPORT



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



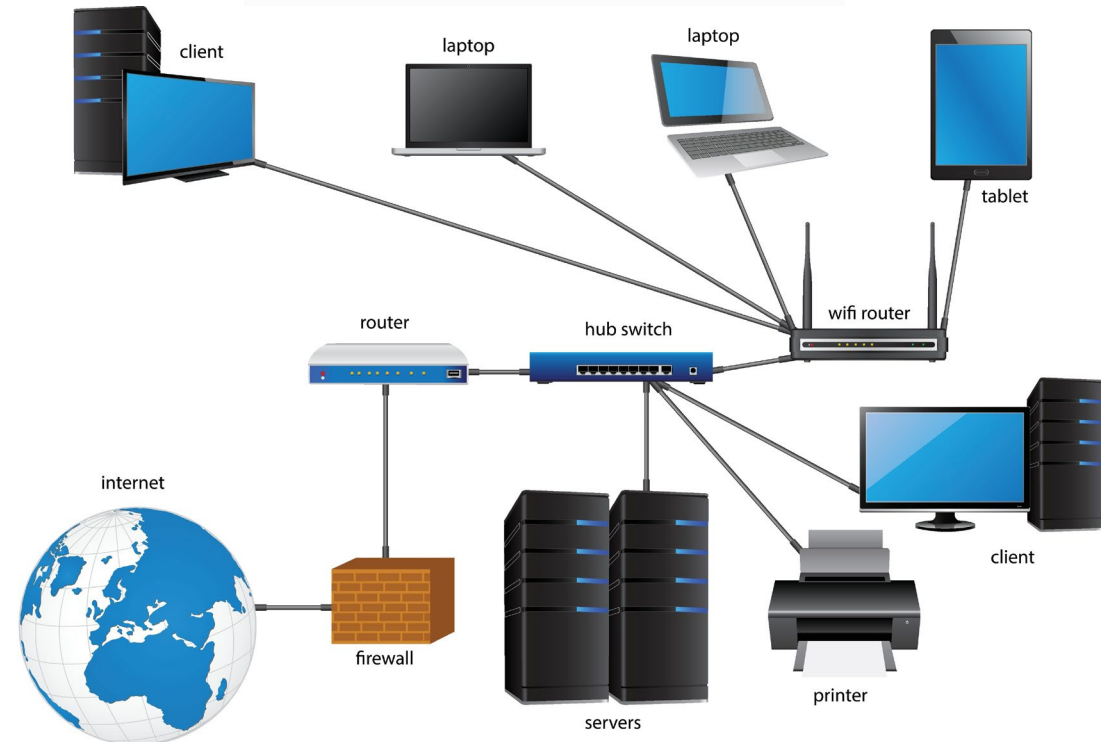
Enterprise Architecture, Data Management & Governance

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 and 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)



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 and 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

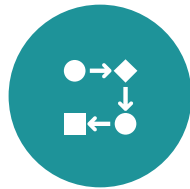
Ensures all DTI financial functions are handled efficiently, in compliance with policy and the law. Staff provide timely, accurate and complete financial information for decision-making. General fiscal management responsibilities include:

- 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



OUTPUT
MANAGEMENT



NETWORK
OPERATIONS
CENTER



INFRASTRUCTURE/
AUTOMATION



TELECOM
NETWORK
ENGINEERING/VOICE



TELECOM
NETWORK
SECURITY



TELECOMM DATA
CENTER OPS

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
- 3rd 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



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.



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

Telecommunications/ Network Engineering and 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



Infrastructure/Automation



- 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



Telecomm Network Engineering/Voice

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

Telecommunications/ Network Security

For State and K12 Networks:

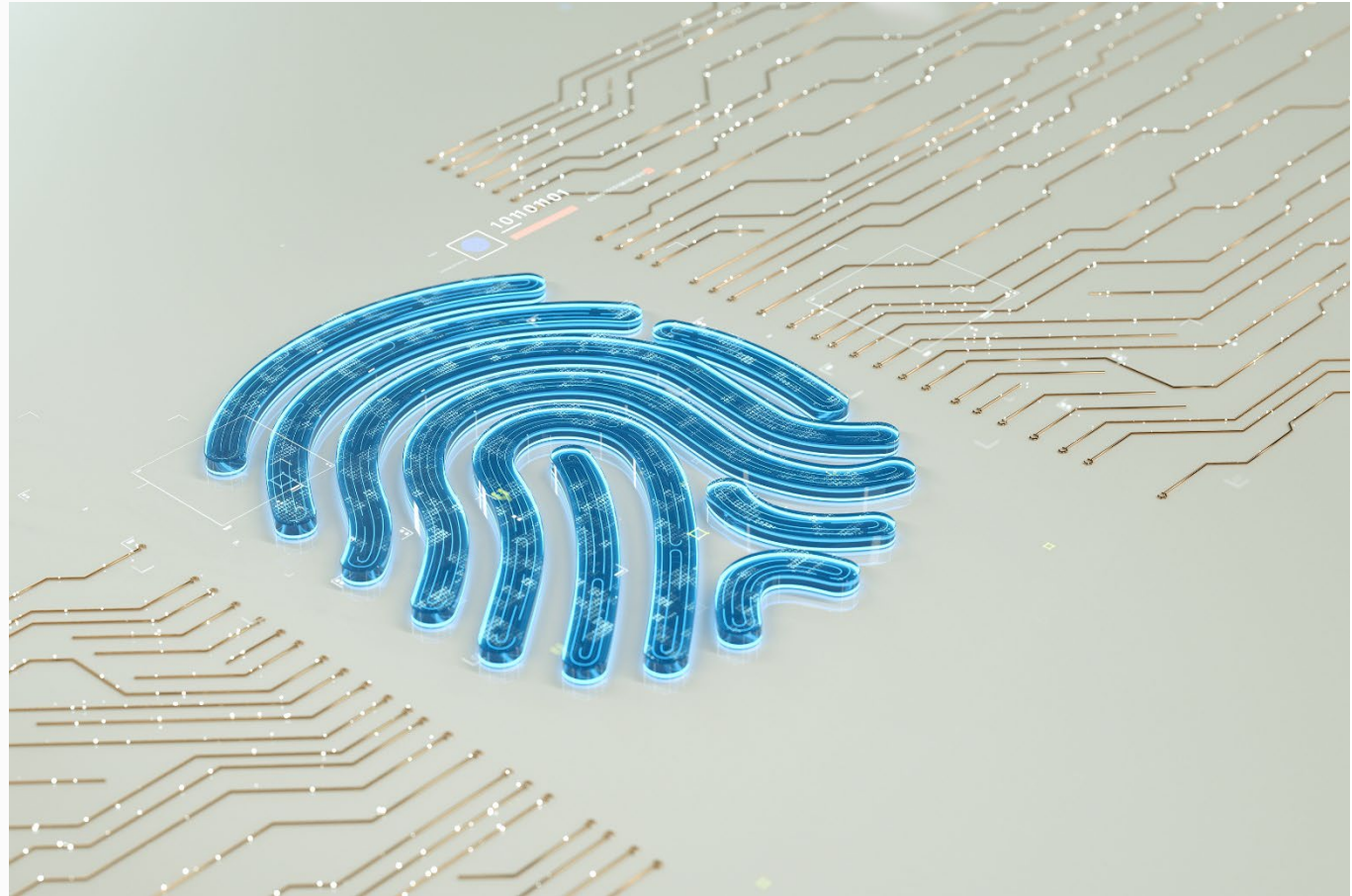
- Install, configure, and manage firewall infrastructure
- Install, configure, and manage internet proxy infrastructure
- Configure tooling for integration, automation, and orchestration of network devices with external systems
- Manage Public DNS infrastructure, authoritative servers and resolvers
- Manage VPN Remote Access platform and customize VPN Remote access profiles per agency request
- Provide monitoring and observability of the network infrastructure



Telecommunications/ Data Center Ops

Manages the State data centers and edge sites:

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



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-
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- Service Desk

Serves as the customer single point of contact for DTI technology services and collaborative solutions

- Provides "Value Added" tier one 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



Questions?

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