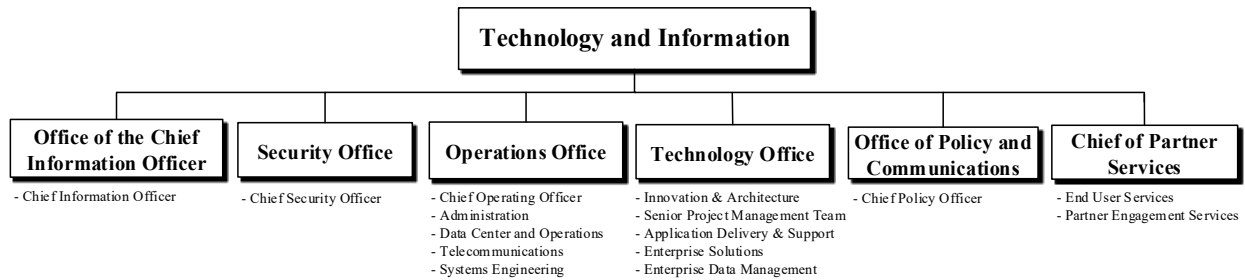
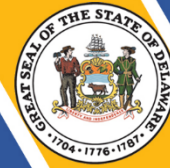
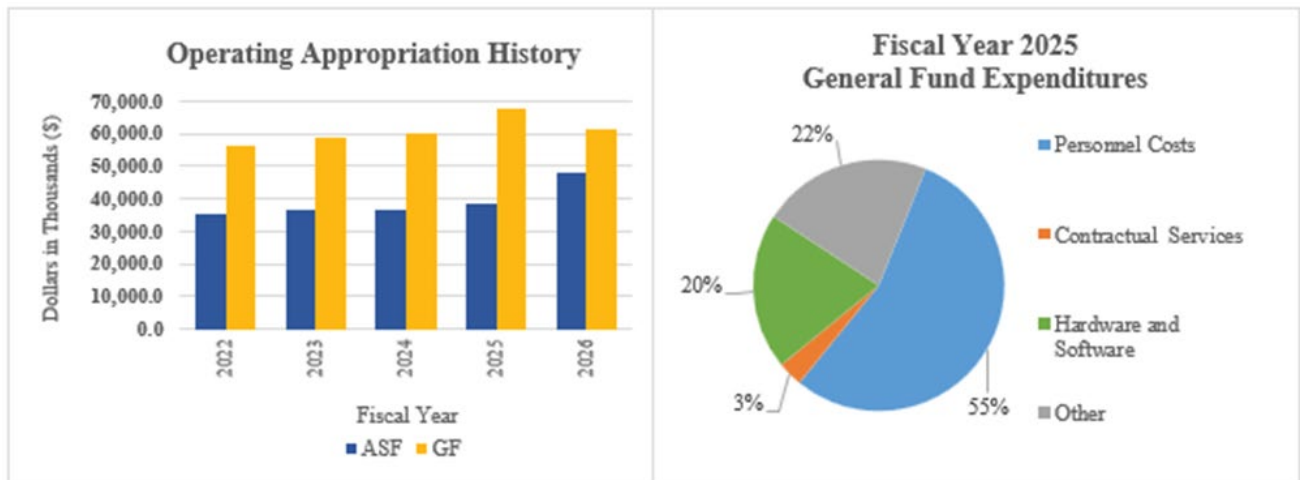


Technology and Information

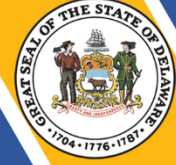


At a Glance

- Set the strategic information technology (IT) vision for the State by developing and implementing enterprise architecture standards and by centralizing IT functions and resources;
- Implement a Secure End-User Service (SEUS) offering as a core service for agency partners. The SEUS offering is a bundled “IT essentials package” that is foundational for state workers (service desk, enterprise desktop, enterprise voice services, network & connectivity, email and collaboration, and security suite);
- Deliver a full range of information and communication technology services to all state organizations including network, desktop, mainframe, telephony, server build/support, output management, data management application development and support, and project management services for IT projects;
- Protect and manage state data through proactive cybersecurity initiatives and innovative data management practices; and
- Expand Platform as a Service, Software as a Service, and Infrastructure as a Service to agencies through enterprise contracts to both engage vendors and leverage better pricing.



Technology and Information



Overview

The mission of the Department of Technology and Information (DTI) is to provide technology services and collaborative IT solutions for Delaware, with a vision of improving the lives of Delawareans through advanced technologies that innovate government services.

On the Web

For more information, visit dti.delaware.gov.

Performance Measures

IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
11-02-01	Chief Security Officer			
	Click through rate of state email account users in cybersecurity phishing exercises per year	2.5%	2.5%	2.5%
11-03-01	Chief Operating Officer			
	Mean time to resolution for IT issues impacting mission critical services (hours)	1 day 11 hours 4 min	1 day 5 hours 20 min	1 day 5 hours 20 min
11-03-05	Telecommunications			
	Network availability %	99.7%	99.5	99.5
11-06-01	Partner Services			
	Average customer satisfaction survey rating	97.83%	95%	95%