Delaware Runs on Technology…
“Up to half of American workers are currently working from home, more than double the fraction who worked from home (at least occasionally) in 2017-18.”

https://www.brookings.edu/blog/up-front/2020/04/06/telecommuting-will-likely-continue-long-after-the-pandemic/
“I just wanted to let you know what a great employee you have... I had trouble getting set up with VPN to work from home and called the service desk... pleasant from the start and walked me through everything I needed to do... even gave me several tips along the way!

I am the Payroll Manager for DNREC and was... thinking I wouldn’t have a way to ensure our employees are paid during this state of emergency... thanks to all of DTI for your hard work and efforts to keep us in business.”

Dawn Pritchett
Sr. Fiscal Administrative Officer, eSTAR, Payroll and OTS Accounting
Delaware Department of Natural Resources and Environmental Control
COVID-19 Response

- 5,000 Laptops/Workstations
- 11,000 VPN Accounts
- 400+ Soft Phone Solutions
- Dashboards & Visualizations
- Contact Tracing
- COVID Alert DE App
- Security – ID.Delaware.gov
- Broadband Expansion
- CARES Act/Remote Learning
- Audio/Video Conferencing
- Electronic Document Processing
- Service Desk Support
## Rural Broadband Expansion

### Estimated Timeline

<table>
<thead>
<tr>
<th>TOWERS</th>
<th>COUNTY</th>
<th>ONLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHASE 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seaford</td>
<td>Sussex</td>
<td>October 2019</td>
</tr>
<tr>
<td>Laurel</td>
<td>Sussex</td>
<td>December 2019</td>
</tr>
<tr>
<td>Bridgeville</td>
<td>Sussex</td>
<td>December 2019</td>
</tr>
<tr>
<td>Woodside</td>
<td>Kent</td>
<td>January 2020</td>
</tr>
<tr>
<td>Pittsville</td>
<td>Serves Sussex</td>
<td>January 2020</td>
</tr>
<tr>
<td>Hopkins</td>
<td>Kent</td>
<td>February 2020</td>
</tr>
<tr>
<td><strong>PHASE 2</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greenbrier</td>
<td>Kent</td>
<td>May 2020</td>
</tr>
<tr>
<td>Chapeltown</td>
<td>Kent</td>
<td>May 2020</td>
</tr>
<tr>
<td>Underwood</td>
<td>Kent</td>
<td>May 2020</td>
</tr>
<tr>
<td>Dagsboro</td>
<td>Sussex</td>
<td>June 2020</td>
</tr>
<tr>
<td>Bethany</td>
<td>Sussex</td>
<td>June 2020</td>
</tr>
<tr>
<td><strong>PHASE 3</strong></td>
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<tr>
<td>Harrington</td>
<td>Kent</td>
<td>July 2020</td>
</tr>
<tr>
<td>Smyrna</td>
<td>New Castle/Kent</td>
<td>July 2020</td>
</tr>
<tr>
<td>Milford</td>
<td>Kent</td>
<td>September 2020</td>
</tr>
<tr>
<td>Milton</td>
<td>Sussex</td>
<td>September 2020</td>
</tr>
</tbody>
</table>

*Accelerated timeline*
$20M CARES Act Investment

$13.6 M
Support broadband services for low-income families

$5.9M
Awards for infrastructure construction

$450,000
Develop statewide strategic broadband plan and speed survey
Digital Equity

OUR GOAL

• *Digital equity for all students in all schools*

• * Reliable and sufficient network capacity*

• *Appropriate security and content filtering*
Our Digital Government Journey

Where We’re Going
Why Centralize?

- Deliver Digital Government Services
- Repurpose Spend
- Greater Efficiency & Responsiveness
- Manage Risk
What We Need To Protect

- 2.5M threats processed per day
- 1.8M emails sent/received per day
- 28,000+ computers/laptops
- 10,000+ cellular devices
- 4,600+ servers
- 3,000+ unique applications
- 200+ cloud applications
- 6 gigabits of data per second
- Elections
- Critical state data records

(personally identifiable information, protected health information, federal tax information, intellectual property, criminal justice records)
**DTI Operating Budget**

<table>
<thead>
<tr>
<th>FY21 General Fund Base Budget</th>
<th>$50,278,200</th>
</tr>
</thead>
</table>

**FY 2022 Request to Support:**

- **Personnel Contingency** | $17,500 |
- **William Penn Data Center UPS Battery Replacement**<sup>(1)</sup> | $300,000 |
- **Content Filtering Solution for Schools**<sup>(2)</sup> | $800,000 |
- **Movement of 1 FTE from DOF supporting ITC**<sup>(3)</sup> | $143,200 |

**FY22 General Fund Budget Request** | $51,538,900 |

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(1) This is a one-time request.
(2) Two Positions plus ongoing hardware/software costs switch funding from NSF to GF.
(3) BP1654 was reclassified in FY21 from DOF to DTI.
Contact Information

CONTACT INFORMATION

Jason Clarke, Acting CIO
Delaware Department of Technology and Information

Jason.Clarke@delaware.gov
www.DTI.delaware.gov
www.DigiKnow.dti.delaware.gov

(302) 739-4DTI