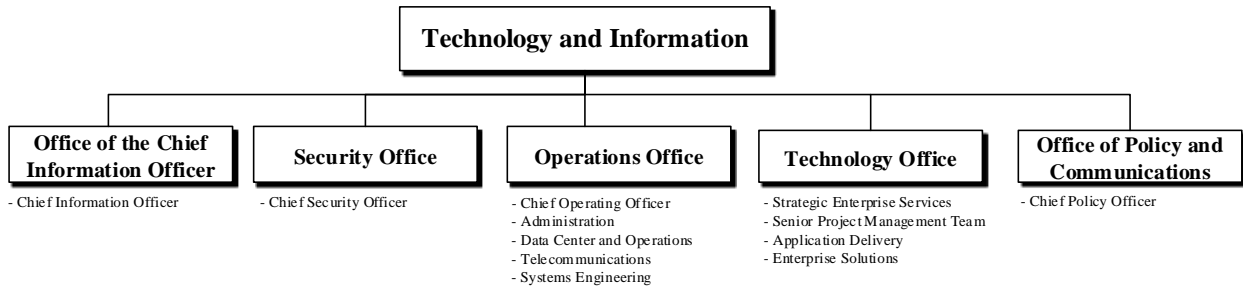
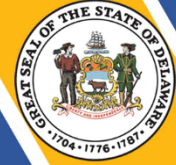
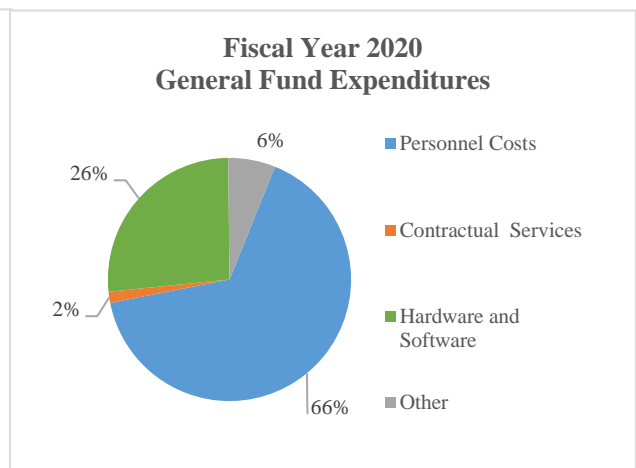
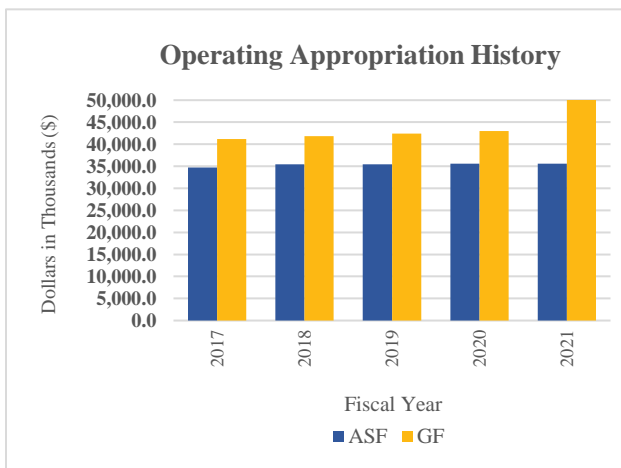


Technology and Information



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;
- 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 and application development and support;
- Protect and manage state data through proactive cyber security initiatives and innovative data management practices;
- Provide full project management services for IT projects; 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. DTI is comprised of the Office of the Chief Information Officer, Security Office, Operations Office, Technology Office, and Office of Policy and Communications.

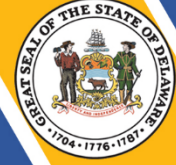
On the Web

For more information, visit dti.delaware.gov.

Performance Measures

IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
11-02-01	Chief Security Officer			
	% of state email account users that achieve a click through rate of less than 2.5 percent on at least two cyber security phishing exercises per year	1.7%	5.0%	8.0%
11-03-01	Chief Operating Officer			
	Average time spent to resolve agency IT problems impacting mission critical services (hours)	3.71	3.55	3.45
11-03-05	Telecommunications			
	% of public schools that meet DTI's broadband connectivity guidelines of 100 megabytes per second or higher	100%	100%	100%

Technology and Information



IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
11-05-01	<i>Chief Policy Officer</i>			
	Average customer satisfaction survey rating (out of 5)	N/A	3.8	4.0
	Average employee satisfaction survey rating (out of 6)	N/A	4.6	4.7

Notes:

11-02-01 - Actual percentage was down for FY20 because DTI phished state agencies only once due to a change in the phishing tool. The new tool, Knowbe4, combines phishing and information security training.

11-05-01 – A customer satisfaction survey was not deployed in FY 20 due to COVID-19. DTI used a third-party vendor (National Business Research Institute) to deploy a baseline climate survey in FY 19. A repeat survey was not completed in FY 20.