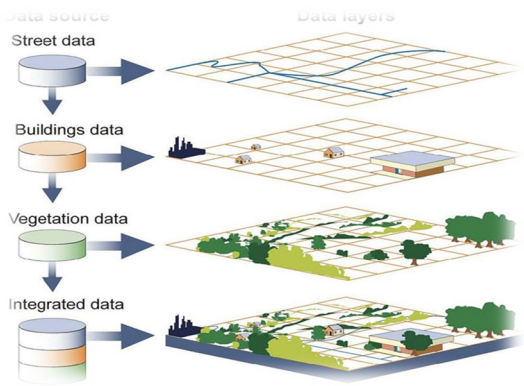**Delaware Department of Technology and Information**
FY23 Budget Hearing Presentation
CIO Jason Clarke
November 12, 2021

Delaware Runs On Technology...

Responsibilities and Investments

Digital Government

Data Center

Identity Access

Access to Services

Cybersecurity

Broadband

COVID Support

Remote Work

Support K12

Guides to Services

Moving to Delaware

Working

Voting in Delaware

Safety &

View All

People ➲ Process ➲ Technology

Operations/Support/Security

What We Do

- Cybersecurity and Incident Response
- Systems Engineering
- Telecommunications
- Data Center
- Service Desk – IT Support
- Output Management
- Vendor Management
- Applications Delivery
- IT Standards and Policies
- Open Data Portal
- FirstMap/GIS
- Cloud Services
- Enterprise Resource Management
- Enterprise Architecture
- Data Management
- Project Management
- Business Continuity & Disaster Recovery Operations Change Management
- Partner Services

What We Need To Protect

- **8.3B** threats processed per day
- **1.8M emails** sent/received per day
- **15,000 remote workers/VPN accounts** supported
(compared to 2,000 pre-pandemic)
- **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)

Cybersecurity

- Implemented employee and citizen identity management solution with adaptive Multi-factor authentication and lifecycle management

- Utilized web application protection solution to mitigate attacks against the state's web applications

- Expanded endpoint detection and response (next-generation Anti-malware) solution with Machine Learning and Advanced Artificial intelligence to help detect and block Zero-day attacks and more

- More than doubled our capacity to collect threat information (1 TB to 2.5 TB), correlate the information across multiple security tools and effectively respond to actionable attack intelligence

- Enabled critical features on the state network edge protections to provide visibility to attack traffic from bad actors before they even reach the application and or the computers
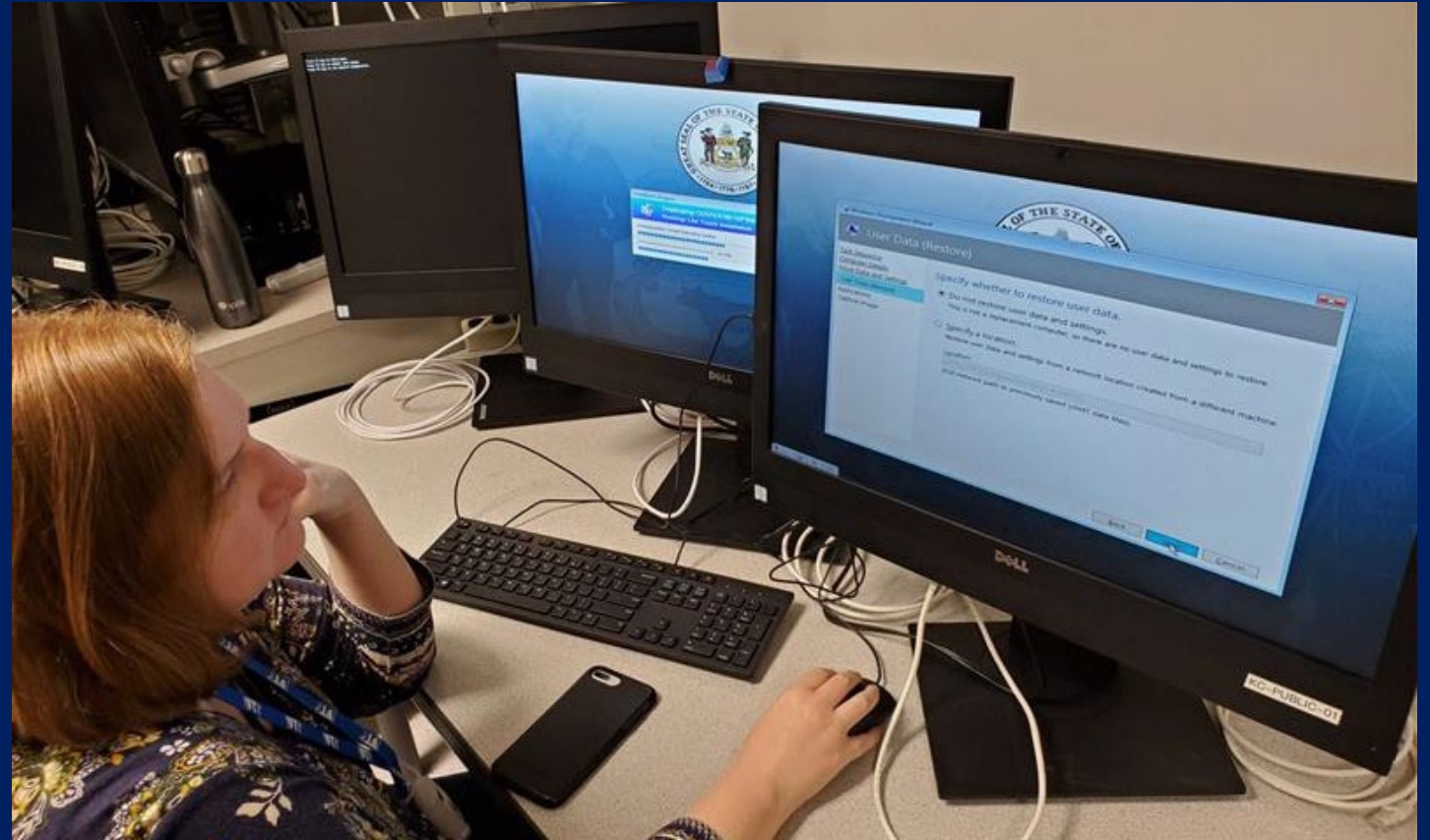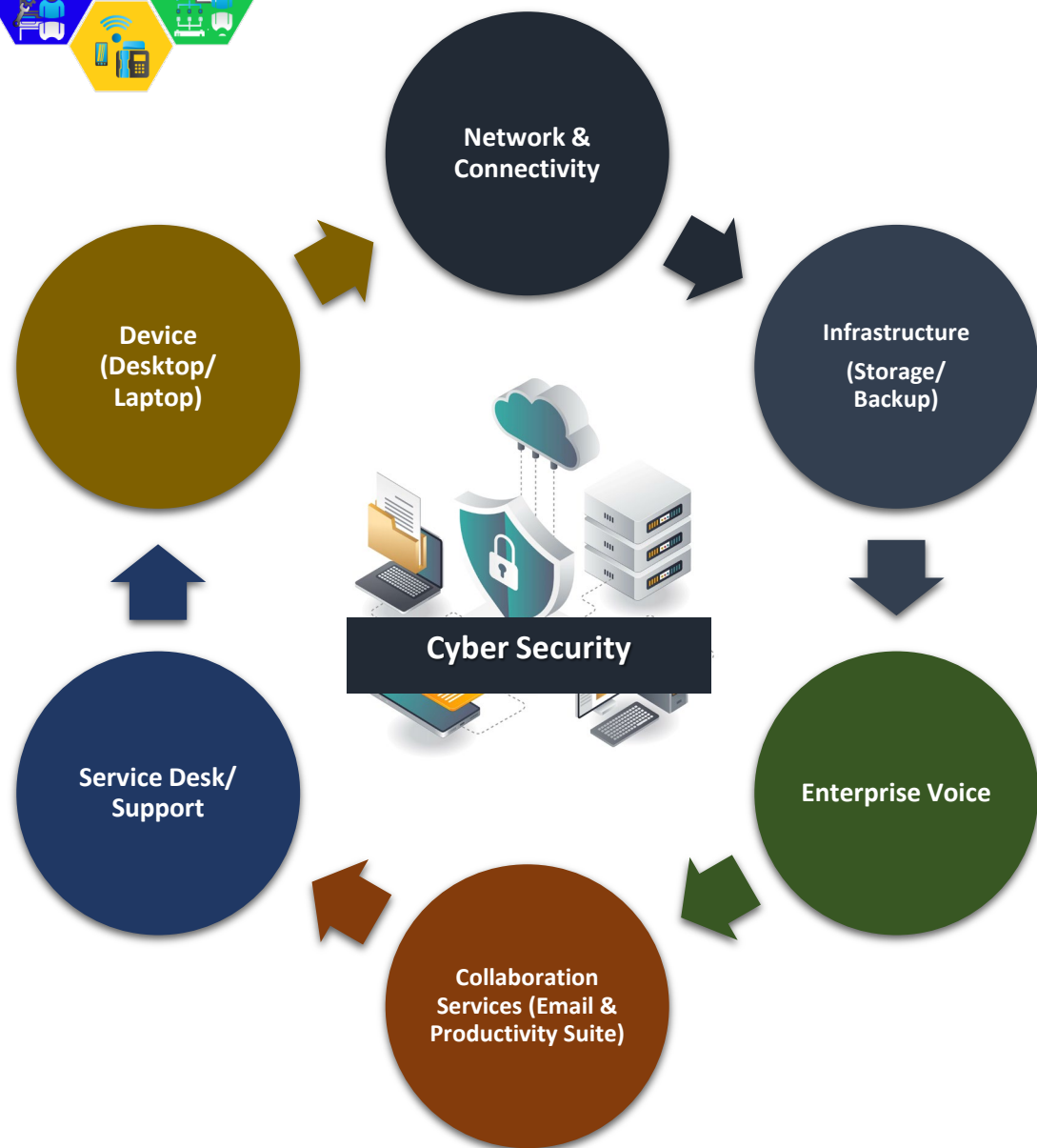
Workforce Modernization

- Must generate bandwidth for the workforce we have
- Challenged by industry competition
- Demand for tech services has increased drastically
- Need to leverage people and resources more efficiently; broker more services
- Investments in technology = the need for more technologists to maintain it
- Antiquated job titles/descriptions

IT Centralization/Secure End User Services (SEUS)

Network & Connectivity

Infrastructure (Storage/ Backup)

Device (Desktop/ Laptop)

Cyber Security

Enterprise Voice

Service Desk/ Support

Collaboration Services (Email & Productivity Suite)

Security:
- **Cyber security is <u>a top priority</u> for everyone**
- **We must secure the network for the enterprise; any vulnerabilities put us all at risk**
- **Support of in-office, remote, hybrid and brokered work environments = increased external entry to state systems**
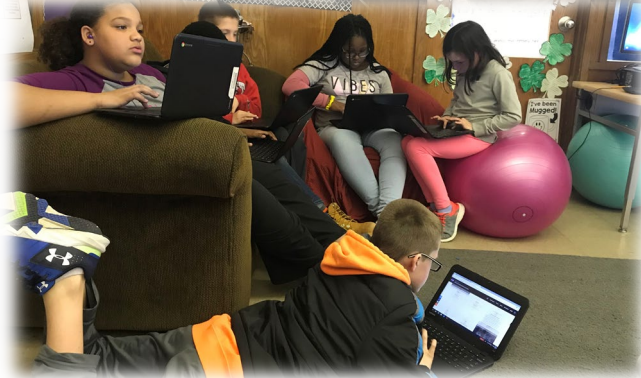
Support:
- **Standardization, equity, service level agreements**

Efficiency:
- **Leverage contracts, consolidation and aggregate spend**

Investment in DTI = Investment in the Enterprise

$38.4M CARES Act Investment

Cabling & Switch Replacement
$16,334,300
- 134 Buildings
- 25 Agencies
- $2.1+M in Savings

DTI Direct Pandemic Response
$589,900
- Devices, licenses, equipment and other related costs to address urgent need

Remote Access
$9,730,600
- 40+ Purchases/Projects (4,000 PCs, KACE licenses, F5, Genesys, etc.)
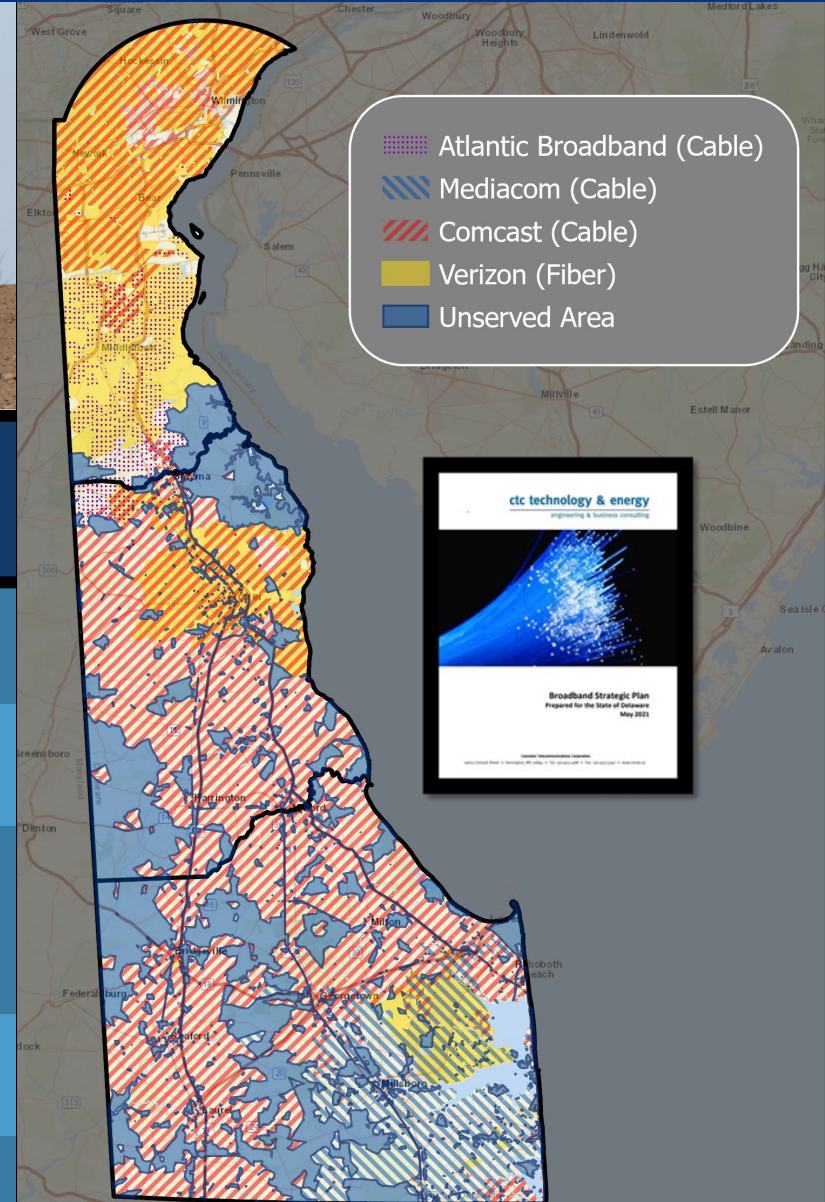
Analytics DDIL
$935,200
- Partnership evaluates pandemic impacts

Broadband & Connectivity
$10,775,000
- 25,700+ Students
- 900 Connections

Delaware Broadband Infrastructure Grant Program

Expanding broadband service capabilities to unserved areas throughout Delaware

Key Program Dates:

- Grant opened on 10/18/2021
- Questions submitted by 10/29/2021
- Responses to questions provided 11/12/2021
- Submissions by vendors due 12/17/2021
- Awards will be communicated by 01/14/2022

Federal Fund Breakdown

Edge Out	$70M
Capacity	$20M
Connect DE Students Program	$18M
Administration	$2M
TOTAL	**$110M**

Legend:
- Atlantic Broadband (Cable)
- Mediacom (Cable)
- Comcast (Cable)
- Verizon (Fiber)
- Unserved Area

ctc technology & energy
engineering & business consulting

Broadband Strategic Plan
Prepared for the State of Delaware
May 2021

Sources: CTC Desk and Field Survey
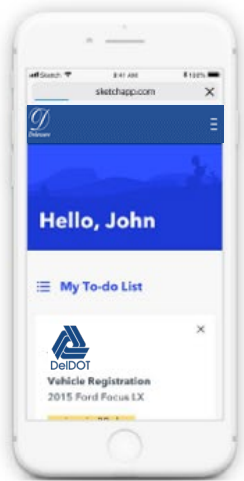FCC 477, data as of December 2019

Digital Government – Next Generation
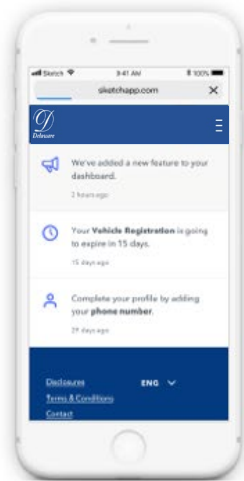## Citizen Focused | Secure | Flexible | Integrated

Develop a strategy and roadmap for digital transformation of citizens' interactions with state government – anytime, anywhere, from any device
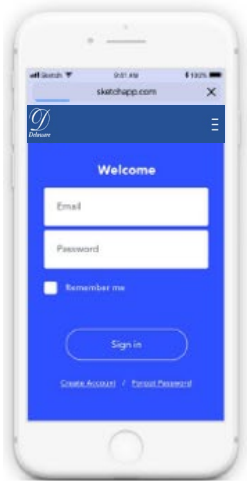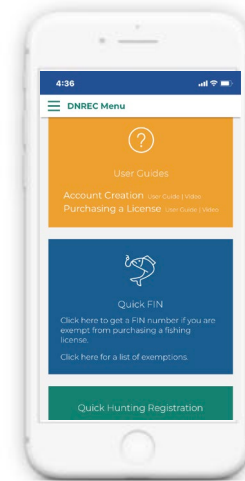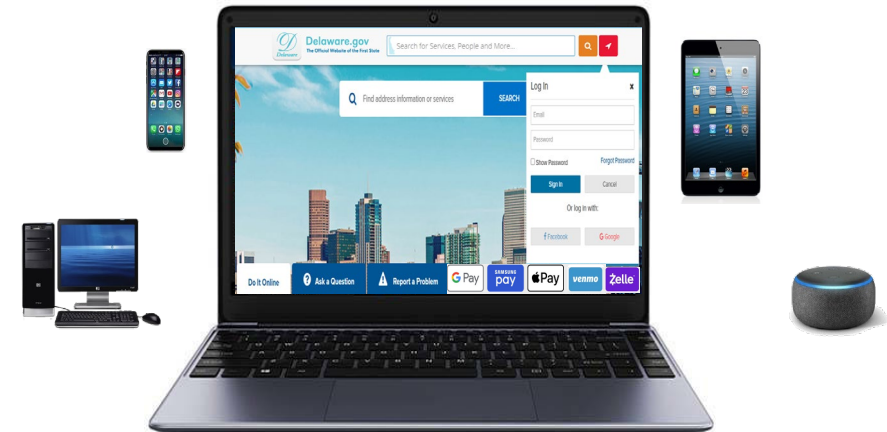
Single Sign On

Citizen Account Dashboard

Service Notifications

Agency Transaction Integration/Payment Portal

❖ **Personalized User Experience** ❖ **One Logon/Profile (Fraud Mitigation)** ❖ **Services from Any Agency** ❖
❖ **One Payment Process** ❖ **Modern Payment Options** ❖ **Multiple Engagement Options** ❖
Let Technology Navigate Government!

FY23 DTI Operating Budget

FY22 General Fund Base Budget	**$56,238,900**

FY 2023 Request to Support:

- **Personnel Contingency** — $228,500
- **Target Discretionary Growth**[1] — $575,800
- **Reallocate 1 FTE Position to DTI from DNREC**[2] — $88,500

FY23 General Fund Budget Request	**$57,131,700**

(1) Requesting 6 FTE IT positions
(2) BP63500 was reclassed in FY22 from DNREC to DTI

Contact Information

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