Delaware Runs On Technology...
Responsibilities and Investments

- Digital Government
- Identity Access
- Cybersecurity
- Data Center
- Remote Work
- Access to Services
- Broadband
- COVID Support
- Support K12

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
Security:
- Cyber security is a top priority 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
## $38.4M CARES Act Investment

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
</table>
| Cabling & Switch Replacement                  | - 134 Buildings  
- 25 Agencies  
- $2.1+M in Savings |
| DTI Direct Pandemic Response                  | - Devices, licenses, equipment and other related costs to address urgent need |
| Remote Access                                 | - 40+ Purchases/Projects  
(4,000 PCs, KACE licenses, F5, Genesys, etc.) |
| Analytics DDIL                                | - Partnership evaluates pandemic impacts                                 |
| Broadband & Connectivity                      | - 25,700+ Students  
- 900 Connections |

- **$16,334,300**
- **$589,900**
- **$9,730,600**
- **$935,200**
- **$10,775,000**
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edge Out</td>
<td>$70M</td>
</tr>
<tr>
<td>Capacity</td>
<td>$20M</td>
</tr>
<tr>
<td>Connect DE Students Program</td>
<td>$18M</td>
</tr>
<tr>
<td>Administration</td>
<td>$2M</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$110M</strong></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>FY 2023 Request to Support:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Personnel Contingency</td>
<td>$228,500</td>
</tr>
<tr>
<td>• Target Discretionary Growth(^{(1)})</td>
<td>$575,800</td>
</tr>
<tr>
<td>• Reallocate 1 FTE Position to DTI from DNREC(^{(2)})</td>
<td>$88,500</td>
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</tbody>
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**FY23 General Fund Budget Request** $57,131,700

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\(^{(1)}\) Requesting 6 FTE IT positions  
\(^{(2)}\) BP63500 was reclassified in FY22 from DNREC to DTI
Contact Information

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