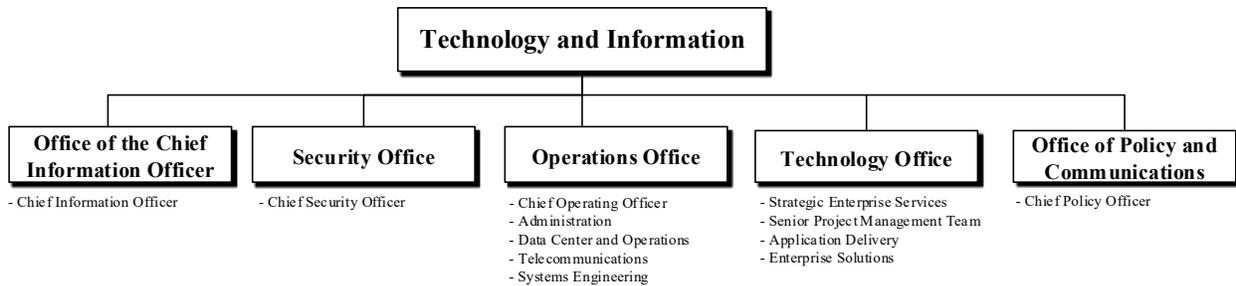
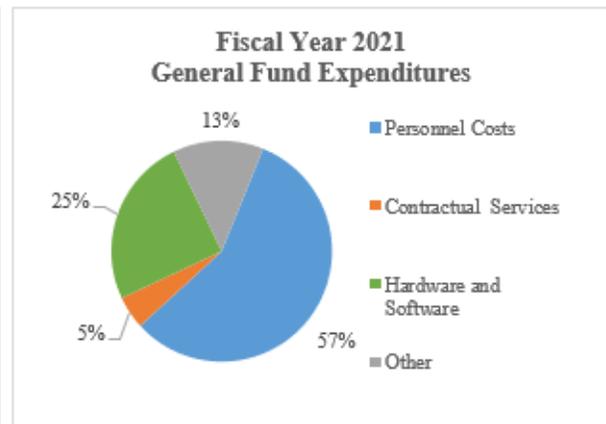
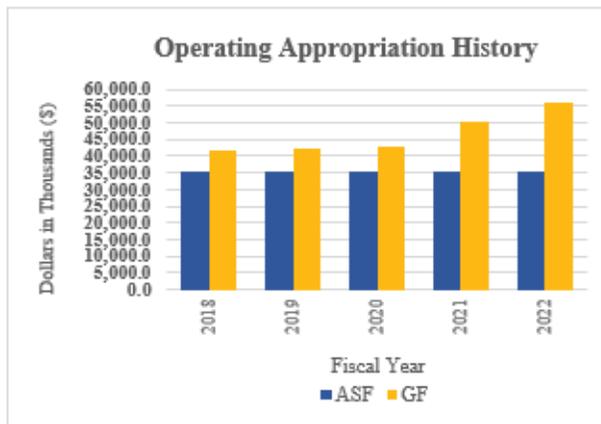


# Technology and Information

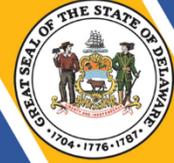


## At a Glance

- 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 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 full project management services for IT projects;
- Protect and manage state data through proactive cyber security 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](http://dti.delaware.gov).

## Performance Measures

IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
<b>11-02-01</b>	<b>Chief Security Officer</b>			
	% 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	11.5%	4.5%	3%
<b>11-03-01</b>	<b>Chief Operating Officer</b>			
	Average time spent to resolve agency IT problems impacting mission critical services (hours)	3.55	3.45	3.35
<b>11-03-05</b>	<b>Telecommunications</b>			
	% of public schools that meet DTI's broadband connectivity guidelines of 100 megabytes per second or higher	100%	100%	100%
<b>11-05-01</b>	<b>Chief Policy Officer</b>			
	Average customer satisfaction survey rating (out of 5)	4.82	4.00	4.50
	Average employee satisfaction survey rating (out of 6)	N/A	4.70	N/A

# Technology and Information



## Notes:

- (1) 11-02-01 – The security threat landscape increased dramatically during the pandemic. Not stated in this metric is K12, which has a 7% click through rate the past two years. DTI only has management up the network and does not have management over or visibility into K12 systems, so DTI has a limited ability to respond to K12 threat activity. K12 has the highest level of security events, highest click-rate, and lowest numbers in completed security awareness training.
- (2) 11-05-01 – A customer satisfaction survey was not deployed in FY 21 due to COVID-19. DTI continued to measure end-user experience daily. FY21 avg end-user satisfaction rate was 4.82.