Technology and Information

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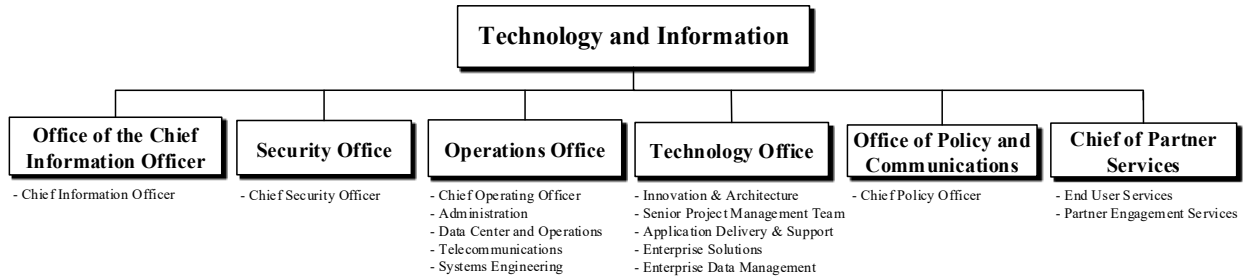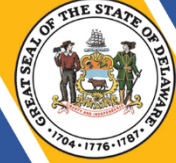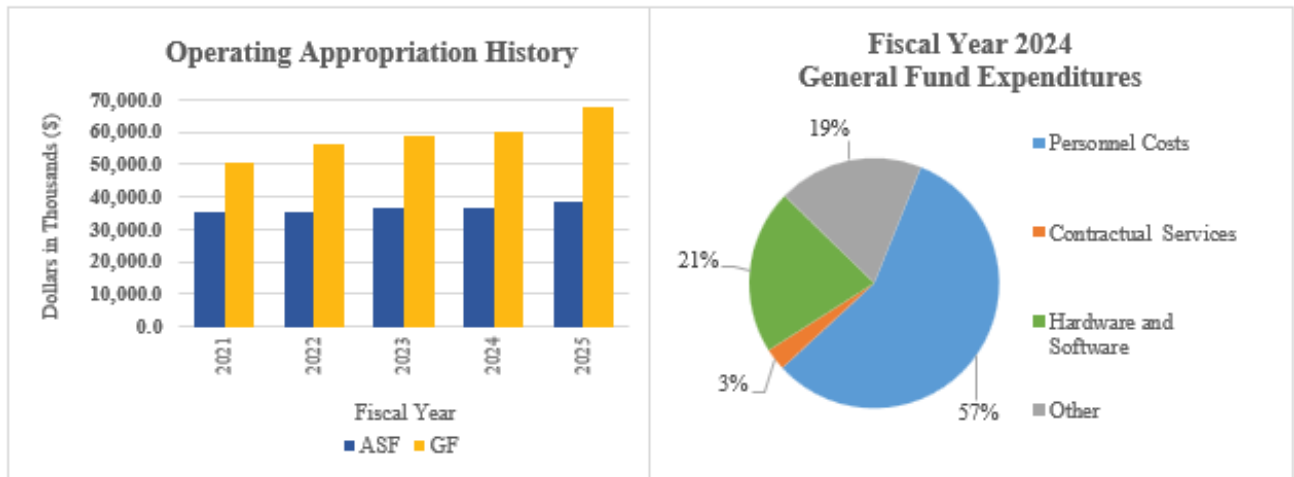| Office of the Chief Information Officer	Security Office	Operations Office	Technology Office	Office of Policy and Communications	Chief of Partner Services
- Chief Information Officer	- Chief Security Officer	- Chief Operating Officer - Administration - Data Center and Operations - Telecommunications - Systems Engineering	- Innovation & Architecture - Senior Project Management Team - Application Delivery & Support - Enterprise Solutions - Enterprise Data Management	- Chief Policy Officer	- End User Services - Partner Engagement Services

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 application development and support, and project management services for IT projects;
- Protect and manage state data through proactive cybersecurity 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.

Operating Appropriation History — Dollars in Thousands ($) by Fiscal Year (2021–2025), ASF and GF

Fiscal Year 2024 General Fund Expenditures: Personnel Costs 57%, Contractual Services 3%, Hardware and Software 21%, Other 19%

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.

Performance Measures

IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 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 cybersecurity phishing exercises per year	3.2%	3.0%	3.0%
11-03-01	*Chief Operating Officer*			
	Average time spent to resolve agency IT problems impacting mission critical services (hours)	3.10	3.35	3.35
11-03-05	*Telecommunications*			
	% of public schools that meet DTI's broadband connectivity guidelines of 100 megabytes per second or higher	100%	100%	100%
11-06-01	*Partner Services*			
	Average customer satisfaction survey rating (out of 5)	97.33%	92.5%	92.5%