



Shared Technology Services (STS)

What is STS?

DIR's Shared Technology Services Program objective is to enable organizations access to managed IT as a Shared Service, allowing Customers to focus resources on supporting their mission and business functions rather than directly managing IT services.

THE STS VALUE

- **Diverse Technology Solutions:** Meeting customer needs today while anticipating future demands through proven industry best practices and research.
- **Assurance:** Services are competitively procured with solutions provided by private sector industry leaders that are secure, reliable, and scalable to meet customer requirements.
- **Customer Support:** From procurement to operations, STS solutions offer flexibility, accountability and agility to meet evolving business needs, while minimizing risk and maintaining business continuity. The STS program provides customers with technical expertise and responsive support using a single platform and enterprise governance structure.

HOW TO GET STARTED

Any eligible government or higher education entity can consume Shared Technology Services from the Texas Department of Information Resources (DIR). Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC). More information about how to get started can be found at [\(include website and QR code\)](#).

ABOUT THE SERVICES

Data Center Services (DCS) including Cloud Services – provided by Atos

- Infrastructure Managed Services, Public and Private Hybrid Cloud, Mainframe, Bulk Print/Mail, Disaster Recovery as a Service, Geographic Information Systems (GIS) Services, and Office 365.

Managed Application Services (MAS) – provided by Enterprise Services (Application Development and Maintenance) and Allied Consultants, Inc (Rate Card)

- Application Maintenance Services, Application Development Services, and Managed Application Services Rate Card Resources.

Managed Security Services (MSS) – provided by AT&T

- Security Monitoring and Device Management (SMDM), Incident Response, and Risk and Compliance.



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SHARED TECHNOLOGY SERVICES

Texas.gov Services – provided by Deloitte (Application Development and Maintenance) and NIC (Payment Services)

- Application Development, Application Maintenance and Operations, Payment Services.

Open Data Portal – provided by Socrata

- API enabled, data sharing catalog, Search, discovery and visualization tools to support program management.

LEARN MORE!

To learn more about the STS program, its many services and how to become a STS customer, visit us online at dirsharedservices.service-now.com/dir.

Managed Security Services

What is Managed Security Services?

IT Security is an increasingly critical priority for state and local governments, requiring heightened awareness to malicious threats and an expanded focus on the technology protecting sensitive information. In addition to ensuring secure computing environments, government entities are under never-ending requirements to meet rising constituent needs, do more with less, and increase the value they deliver to the public.

To meet these needs, DIR introduced Managed Security Services (MSS) as a new offering within its Shared Services program to provide uniform and consistent management of state data security. Whether you're a state, local, municipal, higher education, or other DIR eligible customer, MSS assists you in consolidating security services, meeting legislative security requirements, mitigating security risks, and filling gaps in skillsets to provide a secure computing environment for your business and to deliver more effective services for your constituents.

What Managed Security Services are Available?

Managed Security Services consists of three main service components: Security Monitoring and Device Management, Incident Response, and Risk and Compliance. Each component contains a subset of security-related services to choose from to help meet your security needs.

Security Monitoring and Device Management

Important Note:

If you are a participant in DIR's Data Center Services (DCS) program, you already receive enterprise security services within the Consolidated Data Centers (CDCs) and DCS Public Cloud environment. However, MSS offers additional security-related services to meet your individual business needs. See the [MSS FAQ](#) and [MSS Service Matrix](#) for additional details and which MSS services are available for DCS customers.

Manages and monitors security devices in your environment. SMDM services include:

- Endpoint Management System
- Intrusion Detection System / Intrusion Prevention System
- Host-Based Intrusion Detection System / Host-Based Intrusion Prevention System
- Malware Detection Systems / Malware Prevention Systems
- Managed Firewall Services
- Managed Web Application Firewall Services
- Security Information and Event Management
- Security Operations Center Services
- Threat Research

Incident Response

Assists in the event of a security incident in your IT environment. Incident Response services include:

- Security Incident Management
- Digital Forensics
- Incident Response Preparedness

Risk and Compliance

Assists in identifying, remediating, monitoring, and managing enterprise risks. Services include:

- Penetration Testing
- Risk Assessment
- Cloud Compliance Assessment
- Vulnerability Scanning
- Web Application Scanning

DIR Shared Services Program Service Overview

How Do I Know if I'm an Eligible MSS Customer?

Public entities within the state of Texas including state agencies, counties, local government offices, or public education entities are all potentially eligible to receive Managed Security Services.

For more information on eligibility and legal citations, see the [Eligibility Overview](#) page on DIR's website.

How Can I Order Managed Security Services?

For DCS Customers

If you are currently a DCS customer and would like to receive Managed Security Services, you can submit a Request for Solution (RFS) request in the Service Catalog on the [DCS Portal](#).

For non-DCS or non-DIR Customers

If you are not currently a DCS customer or a customer with DIR, you can submit a request through DIR by emailing dirsharedservices@dir.texas.gov.

Additional Information

For DCS Customers

If you are currently a DCS customer, see the MSS Service Offerings Portal page on the DCS Portal for additional information. You can also contact your DIR Enterprise Relationship Manager (ERM).

For non-DCS or non-DIR Customers

If you are not currently a DCS customer or a customer with DIR, contact DIR at dirsharedservices@dir.texas.gov.

THE TEXAS DEPARTMENT OF INFORMATION RESOURCES

The Texas Department of Information Resources (DIR) provides statewide leadership and oversight for management of government information and communications technology. Its mission is to provide technology leadership, solutions, and value to Texas state government, education, and local government entities to enable and facilitate the fulfillment of their core missions.

For more information on the Shared Services Program, visit the DIR website (www.dir.texas.gov), or contact DIR at dirsharedservices@dir.texas.gov.