



The DoIT Digest

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This Week:

- Remote Call Centers Maintain Responsiveness
- Wi-Fi Drive-In for Illinois Students
- MIM is the Word!

Remote Call Centers Maintain Responsiveness



Multiple DoIT teams and agency call centers are working together to ensure that calls from the public can be effectively transitioned during the stay at home order. DoIT currently supports several hundred agents from thirteen agencies providing essential services to the public. The agents respond to calls coming in to agencies as diverse as State Police, the Commerce Commission, Student Assistance Commission, Revenue and the social service agencies. DoIT divisions including telecom, end user computing, network services and others serve call centers and connect them to our enterprise VoIP solution. These call centers make a difference in the support and safety of our seniors, children, people applying for unemployment, health and family services.

Wi-Fi Drive-In for Illinois Students

When we emerge from our current social distancing of working and educating from home, the hope is that students of all ages will be able to jump right back into academia with minimal disruption. Delivering the needed curriculum and tools to students across the state begins with connectivity to the internet. Multiple agencies and organizations have worked together to develop an [interactive map](#) that identifies the locations of “drive up” or hotspot service across the state, as many students may not have easy access to the web from their homes. Hotspot locations continue to proliferate, so visit the site often!

MIM is the Word!

Microsoft Identity Manager (MIM) is your tool for password resets in the office or when working from home. MIM can be used by employees to reset and unlock their Illinois & Trusted Domain Active Directory Accounts from a desktop directly or remotely. Many users are approaching the time to reset user passwords. For instructions on how to reset remotely, visit remote work FAQs found on the DoIT [Remote Work](#) site and for instructions on how to reset passwords when you are back in the office, refer to [Manage Passwords](#) on the DoIT website.



DoIT FYIs and Reminders

#DoITogether

Thank you to those who joined the virtual employee meeting this week. As luck would have it, Webex had a data center failure right at the same time. A rescheduled meeting invitation will be coming soon and we hope you can join us again to hear remote work updates and information!