



The DoIT Digest

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This Week:

- **From Service to Survey**
- **Almost at the Summit**
- **Extra, Extra! Read All About IT!**

From Service to Survey

Providing excellent services to our customers is a core tenet of [our organization's mission](#). A key element of these efforts is the ability to measure customer satisfaction. As of yesterday, all users who open a help desk ticket will receive a link to a short survey regarding the service they requested from DoIT. Please encourage the people with whom you work to complete this survey. Click [here](#) for an example and for questions related to this initiative, please reach out to [Trey McGhee](#).

Almost at the Summit

The inaugural DoIT Strategic Planning Summit will occur on Tuesday, October 4th. Agency directors and CIOs will convene with DoIT leadership, CCIOs, and representatives from GOMB to discuss the strategic business priorities of our state. The summit's key focus is to identify ways to increase synergies and collaboration efforts for IT initiatives across different agencies. Stay tuned for outcomes of this meeting!

Extra, Extra! Read All About IT!

If you haven't already, read [The Wall Street Journal's report](#) on our efforts to cultivate innovation and transform technology for the State of Illinois. We understand and appreciate that our success so far is largely due to your hard work and dedication. Consider this article a kudos to you!

IT Transformation Word of the Week!

Service Excellence

Refers to plans to streamline and integrate IT service delivery to agency customers and State constituents. These efforts encompass: service desk integration, process improvement, service catalog management, and customer engagement.

Click here for the full IT Transformation [operating mode!](#)

As always, send questions to IT.Transformation@Illinois.gov