

This Week:

- **Smart States Workshop Recap**
- **MyBenefits Goes Mobile with CMS**
- **Service Delivery Training Approach**



Smart States Workshop Recap

A summary of action steps from the recent Smart States Roadmap Workshop was released this week, which details the focus areas that will be pursued in Illinois' smart state journey. Several key initiatives were identified along with specific goals, project leaders and potential partners. A link to more information can be found by [clicking here](#).

MyBenefits goes Mobile with CMS

Central Management Services (CMS) launched the new MyBenefits mobile application was recently released and will bring improved accessibility and convenience for users. It allows employees and retirees to streamline their benefit options and insurance needs by providing information about current insurance benefits, offers assistance on making enrollment decisions, changing current coverage or finding contact information for plan administrators. This enhancement is part of DoIT's Going Mobile strategy. [Click here for a link to the mobile responsive website.](#)



Service Delivery Training Approach

The Service Delivery Training Approach was released this week and provides details on the timeline and activities involved with this new model. By standardizing service process execution, DoIT will provide a more consistent user experience and improve service levels. The training approach document can be found on the [DoIT website's transformation page](#).

DoIT FYIs & Reminders

DoIT Town Hall Meeting

The next DoIT Town Hall meeting will be held on January 10, 2017, via WebEx. [Click here to join the Town Hall Meeting](#). Join by phone at US Toll: +1-415-655-0002 Access code: 808 739 239.

WebEX BEST PRACTICE: When joining the WebEx audio conference, have the meeting call you or connect using your computers audio system.

DoIT Templates

Please confirm that you are using the updated [DoIT Templates](#), which can be found under "Quick Links" on the DoIT Employee Portal. Ensuring consistent branding is more important than ever for our new agency.

Happy Holidays

State of Illinois Offices will be closed Monday, December 26th for the holidays and will reopen on Tuesday, December 27th. Have a safe and happy Holiday Season!

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