

This Week:

- **IT Service Management Adopted by DoIT**
- **Through the Agency Lens – DCFS Mobile Case Delivery**
- **Corporate Innovators Council Plans Meetings for 2018**



IT Service Management Adopted by DoIT

Critical to the success of IT Transformation and services delivered by our *OneDoIT* team, is to provide IT Service Management. DoIT intends to follow the processes of IT Service Management that provide a foundation for standardizing our service delivery and support. To promote enterprise-wide understanding and adoption of these processes, we ask all DoIT staff to participate in an on-line training series beginning with our first webinar available [here](#).

Through the Agency Lens – DCFS Mobile Case Delivery

Launched almost one year ago and expanded since then, a mobility pilot program has brought real time advantages to staff retrieving and updating pertinent case information. [Click here](#) to understand why BJ Walker, Director of DCFS, feels mobility is so important to the “first responders” or front line investigators and caseworkers at DCFS. Mobile capability at DCFS has quickly become a necessity to those protecting the vulnerable children of our state.



Corporate Innovators Council Plans Meetings for 2018

Deputy Governor Leslie Munger kicked off the 2018 Corporate Innovators Council last week at the DoIT Innovation Center. Leaders representing 12 corporations in the area including, Discover, Bosch, Mars Wrigley, Northern Trust, McDonalds, Grainger and Cigna worked with Acting Secretary Lonbom to devise a strategy for this year’s meetings focusing on industry best practices that we can utilize to fuel transformation and innovation in Illinois.

DoIT FYIs & Reminders

Let the shopping begin. . . but don’t be duped. The Cyber criminals will be out in force and never seem to tire of the game of deception. Review these [Cyber Tips for Holiday Shopping](#) and remain wary of cons.



Happy Thanksgiving!