

This Week:

- **Mobile Case Management Bringing Benefits to DCFS**
- **Blockchain in Illinois Celebrates One Year**
- **Customer Service Advancements**



Mobile Case Management Bringing Benefits to DCFS

DCFS has been using mobile technology for over a year and the new integrated solution is showing impressive results, including the ability to now complete critical tasks in hours rather than weeks. The mobile app is deployed to nearly 1,000 DCFS front line investigators, caseworkers and supervisors. As shared by Director Sheldon *"The mobile app technology that we have incorporated into our child welfare system has increased productivity. Case notes are now more accurate and only have to be written one time. Now background information, important emails and notes are accessible to the social workers while they are in the field. All of this means we can serve our children in a better, faster, more efficient way."* Future plans include rolling out the app to private agency caseworkers and the continued addition of new features as requested by the caseworkers. More about the DCFS app can be found on the [DoIT Blog](#).

Blockchain in Illinois Celebrates One Year

This month marks the one-year milestone of Blockchain exploration in Illinois. What began as an inquiry to DoIT from a recent college graduate has turned into the [Illinois Blockchain Initiative](#), with participation from other agencies including DCEO, DFPR, DOI and PCB. Congratulations to all involved in this collaborative effort to establish Illinois as an international thought leader on this emerging technology and how it can fundamentally improve the delivery of government services. More on Blockchain can be found in a recent [white paper from NASCIO](#).



Customer Service Advancements



DoIT is conducting monthly webinars regarding the upgrade of the Remedy Service Management system. This upgrade is critical to enable our enterprise service delivery management capabilities for technology users across Illinois. This upgrade serves as the foundation for tracking, managing and measuring customer service requests. The sessions provide client agencies an update on the project status, how to prepare and include a look at the new features that will be available in the updated version. The webinars are conducted live and include panel discussions, live demos and interactive Q&A sessions. For more information regarding the webinar series and to view previously recorded sessions, visit the [DoIT Events page](#).

DoIT FYIs & Reminders

In Honor of Memorial Day



State of Illinois offices will be closed on Monday, May 29th in observance of Memorial Day. We thank and honor those who serve our country past, present and future. Have a safe and happy Memorial Day weekend.

Be Safe this Memorial Day Weekend

As Memorial Day approaches, the Illinois Department of Transportation (IDOT) and the Illinois State Police (ISP) urge everyone to start the summer off right, protect yourself and your loved ones by buckling up. The 14 weeks between Memorial Day and Labor Day are the deadliest on Illinois roads. Through Memorial Day, motorists can expect to see increased patrols and enforcement zones as part of IDOT's "Click It or Ticket". For more information [click here](#).