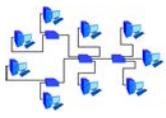


This Week:

- **Illinois Joins FirstNet to Strengthen Public Safety**
- **Fighting Ransomware: Defense Against the Dark Ages**
- **VoIP Contact Center of the Future**



Illinois Joins FirstNet to Strengthen Public Safety

In yet another step to modernize state government, Governor Rauner announced a partnership this week between Illinois and FirstNet to make enhanced broadband technology available to public safety personnel throughout Illinois. Illinois joins dozens of states who participate in the First Responder Network, which is being offered at no cost through a public-private partnership between FirstNet and AT&T. Among the many benefits of participation include: prioritized access; availability of highly secure critical information; enhanced coverage across all types of terrain and much more. To read the press release and view the entire event, connect [here](#).

Fighting Ransomware: Defense Against the Dark Ages

The first presenter in the “Hacker Hour” series, DoIT’s Jeff Thompson, Security Analyst and Certified Ethical Hacker, shared his expertise on ways to detect, mitigate and prevent security threats. Click [here](#) to view the Ransomware webinar and information is also available through the many resources available on the [DoIT Website](#) that will strengthen a defense against the ever prolific cyber attacks. Upcoming “Hacker Hour” dates in 2018 are March 13th, June 12th, September 11th and December 11th. Topics will include DDoS, Phishing and other security related matters.



VoIP Contact Center of the Future

DoIT and our VoIP partner, Presidio, hosted more than fifty State of Illinois participants this week for an interactive discussion on enterprise call centers surrounding improving the customer and agent experience with a specific focus on current and future capabilities. The topics included leveraging artificial intelligence and omnichannel communications to utilize the functionality available today and build for tomorrow. Please link to the discussion [here](#).

DoIT FYIs & Reminders

Join the people setting direction and standards for DoIT and the enterprise we support. You are encouraged to lend your expertise and talents to the work being done in our [Competency Groups](#).

This is the final week to nominate a colleague who exemplifies the OneDoIT service-driven approach. Please visit the [DoIT Employee Portal](#) for the nomination form. The deadline is December 31st.



May your Holiday be Merry and Bright! State offices will be closed on December 25th.