



The DoIT Digest

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This Week:

- Illinois IT Blog Recognized by StateTech
- DoIT Town Hall to be Held Next Week
- VoIP Contact Center of the Future



Illinois IT Blog Recognized by StateTech

DoIT's Blog was mentioned by StateTech Magazine as one of the "[30 Must-Read State and Local IT Blogs of 2017](#)". There have been many topics and agency success stories shared during this time of digital transformation and modernization in Illinois. To read current and past blogs, visit the [DoIT Blog Page](#) and watch for a new series coming soon.

DoIT Town Hall to be Held Next Week

Mark your calendars for the next DoIT Town Hall on Thursday, January 25th at 10:00 a.m. Secretary Lonbom will be sharing on the first of four areas that employees can expect from DoIT, which is OPPORTUNITY. Members of the DoIT team will join the discussion on Advancement, Learning and Contribution. DoIT staff can link to the live webcast [here](#).



VoIP Contact Center of the Future

The DoIT Telecom team recently presented a session to share features available for call centers, how they can be more fully utilized and what can be expected in the future. Approximately 50 attendees explored ways to improve efficiency, while providing better and more accessible service. Productive interaction led to ideas for building the current system. If you missed the session, the event recording can be viewed [here](#).

DoIT FYIs & Reminders

Verizon's Code Division Multiple Access (CDMA) network supporting 3G smartphones and broadband devices will be decommissioned next year. Read more on how to plan and prepare for this change [here](#).

BE VIGILANT as you review all incoming email - internal and external. Be cautious about all requests to click on links. When in doubt, **DO NOT CLICK!** Instead, Click the "Phish Alert" button or delete the email.