



The DoIT Digest

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This Week:

- **DoIT Digest Turns Two**
- **CRM User Group Launched**
- **Modern Workplace Tools Demonstrated at CIO Council**



DoIT Digest Turns Two

The DoIT Digest that we have all come to know and expect each Friday is almost two years old! The Digest is our weekly opportunity to showcase the great work that is being done in the business areas of the agencies we serve. Business applications are continually being updated and/automated to better serve the citizens of Illinois and we are anxious to tell the stories of collaboration and innovation. This is our vehicle to describe the journey we are making together as we advance technology and customer service in Illinois at an accelerated pace. Please reach out with your technology story. What one agency is accomplishing may be something that can be shared or replicated at another agency.

CRM Working Group Launched

Sean O’Kelly, CIO, Illinois Department of Financial and Professional Regulation (IDFPR) kicked off the Customer Relationship Management (CRM) Working Group on May 10. Business leaders, application experts and agency CIOs met to understand how to leverage the technology available and establish the strategic positioning of CRM within the enterprise. The group discussed goals and teams, and will continue to work toward making a recommendation for positioning the technology in the enterprise later in the year. If you would like to participate in the Working Group/User Group, please contact Sean.OKelly@illinois.gov.



Modern Workplace Tools Demonstrated at CIO Council

This week CIOs gathered to discuss digital transformation progress and collaborate on enterprise initiatives. Jack King, incoming Chief Technology Officer, shared his background and vision for leading technology in Illinois. Other topics included EPMO, governance, application rationalization and competency groups, as well as a demo on Microsoft’s Modern Workplace tools that are available to SOI employees for business process improvement.

DoIT FYIs & Reminders

Mark your calendars for the May 22nd @ 10:15 am Town Hall Meeting via [WebEx](#) – don’t miss the updates!



Congratulations to Matthew Runyen, DoIT Deputy General Counsel, who was recently selected to serve in the role of Ethics Officer for our agency. Matt previously worked for the federal government and on the CMS legal staff. In his new role, Matt will provide guidance and legal interpretations as DoIT’s liaison with various state agencies.