



The DoIT Digest

Volume 3 Number 46

November 16, 2018

This Week:

- **Statewide Recycling Facilities Mapped Online**
- **DoIT Introduced to the Basics of Rapid Results**
- **ICN Back on Tour**



Statewide Recycling Facilities Mapped Online

In early 2018, a recycling task force was established to develop a consistent message for recycling best practices. The intent was to encourage higher participation among citizens and to reduce overall costs of recycling due to contamination of recyclables. An interactive web messaging presence with a mapping component was created. A uniform messaging template for web development was provided to county and industry partners to make it easy to maintain by non-technical people. The template is platform agnostic and will run within any web server hosted environment. The mapping component provides citizens a tool to find collection locations for various recyclables statewide. The public facing map is continually updated with additional locations. Link [here](#) for a full menu of recycling services available across the state.

DoIT Introduced to the Basics of Rapid Results

Approximately 55 DoIT employees were introduced to the concept of Rapid Results and how the basic principles of respect for people and continuous improvement can be used to make our work across the agency easier, better, faster and cheaper. John Baranzelli, Deputy Director of Operational Excellence, Office of Rapid Results, Central Management Services, led the interactive half-day session. For a deeper dive into the practice of continuous improvement and further training in the Rapid Results tool set, DoIT will be offering three in-house workshops beginning with January 10th and 11th. Look for more information in the coming weeks.



ICN Back on Tour

The ICN team took their act on the road this month to visit with client partners from across the state to share ideas and best practices as we meet common challenges. This year's road trip had a special focus on the advanced security offerings we support. The ICN continues to provide personal customer service in an industry that has largely gone to online and remote methods of service delivery and consultation. We are proud to continue our tradition of on-site consultation provided through our many regional offices. [Link](#) to more details about the recent Regional Meetings. If you would like to explore more of what we can offer, please contact us at one of our [Regional Offices](#).

DoIT FYIs and Reminders

The DoIT family experienced another growth spurt on November 1st when we welcomed 120 employees from the Department of Revenue. The skills we can bring to customer service delivery and cross-agency support took a giant leap forward. Welcome to all!



Snow in November . . . who would have thought? Remember to bookmark gettingaroundillinois.com.