



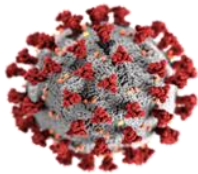
The DoIT Digest

Volume 5 Number 10

April 24, 2020

This Week:

- **State Data Practice Front and Center on COVID-19**
- **DES and DoIT Collaborate to Assist State’s Unemployed**
- **DoIT Transforms the Customer Experience**



State Data Practice Front and Center on COVID-19

The State Data Practice, led by Dr. Tamara Roust is strengthening the fight against coronavirus in Illinois through the use of data analytics. Data sets including test statistics, positive cases, and deaths are provided daily, historically and geographically. Hospital and ventilator availability and capacity are presented both regionally and statewide, as well. The

visualizations are created using ArcGIS and IDPH reproduces them in Drupal for public dissemination on the [DPH website](#). Governor Pritzker delivers a daily [press conference](#) to keep the public informed.

DES and DoIT Collaborate to Assist State’s Unemployed

Unemployment claims in Illinois have reached historic numbers that no one could have anticipated. Thousands of calls come into the call center daily and millions of web sessions are conducted. DoIT and DES are quickly working together to make necessary changes and establish partnerships to expand system capacity and implement new programs to address the volume. Website capacity was strengthened through a hardware infrastructure upgrade and the call center was expanded with additional agents. We also added an outside call center for after- hours, along with a new virtual agent (chatbot). The [DES website](#) provides more information on how the unemployed in Illinois are being supported.

DoIT Transforms the Customer Experience

DoIT recently launched an initiative to improve customer service end-to-end. This service management venture will be a multi-year effort intended to enhance our service delivery culture with a more proactive approach to meeting our customers’ needs. Planned process reviews along with implementation of ServiceNow will allow us to more efficiently manage and deliver technology services, workflow, and metrics and improve our central processes including incident, problem and change. Part of the effort will transform the IT Service Catalog to a digital store format. The next phase of the project begins in May and will focus on process improvement. Stay tuned for more news about this agency-wide service delivery initiative.



DoIT FYIs and Reminders



Don’t miss Secretary Guerrier’s video vignette series, “Leadership Through Adversity” under [SoundBytes](#) on the Employee Portal. The ten-part series began on Monday.

As you heard on today’s employee webinar, we’ll be launching #DoITogether events next week to connect our DoIT workforce. Please see the [recent announcement](#) for the list of event topics and times of the daily sessions - hope you can join!