



The DoIT Digest

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This Week:

- DoIT Ramps Up Communication with Public Partners and Customers Statewide
- IDFPR Adds COVID-19 Indicator to Application Support
- State Data Practice User Groups Focus on COVID-19

DoIT Ramps Up Communication with Public Partners and Customers Statewide

DoIT conducted several webinars this week to connect and collaborate with public partners and customers throughout the state. An event was held with Illinois municipality and county IT leaders to discuss COVID response efforts and how state technology leaders can work together to better serve Illinois residents. Secretary Guerrier hosted the first of a series of Tech Talk Tuesdays to discuss advancing STEAM (Science, Technology, Engineering, Art and Mathematics) with Illinois educators. The ICN team also held a session on DoIT's Consortium for E-rate funding to share information and resources with K-12 schools. Communication is essential during the pandemic, especially around the topic of using technology to support our state, and outreach efforts will continue.

IDFPR Adds COVID-19 Indicator to Application Support

The Illinois Department of Financial and Professional Regulation (IDFPR) user support application, built in SharePoint, now includes a COVID-19 indicator which triggers a specialized workflow for notifications and priority. The IDFPR support team can easily identify critical and high priority COVID-19 requests and expedite support. Time spent working on COVID-19 related requests is cross-referenced in eTime by including the associated FPR ticket number. Should federal reimbursement become available for COVID-19 related efforts, IDFPR will be positioned to identify support time spent on those efforts. IDFPR was able to identify the need and implement the solution in one business day.



State Data Practice User Groups Focus on COVID-19

Both the Python User Group (PUG) and the Analytics Center of Excellence (ACE) met this month to further the efforts of our cohesive approach to data in Illinois. In recent weeks, much of the Data Practice focus has been capturing and displaying our statewide COVID-19 data that is used for making public policy and health decisions. During the ACE discussion, Chief Data Officer, Tammy Roust and other participants shared their stories, "Data in a time of crisis: sharing stories of metrics and lessons learned". Key metrics and visualizations that are now a publicly available component of COVID-19 data tracking were discussed as a practical use case in both meetings. If you have an interest in joining these regular discussions, please contact jeff.panici@illinois.gov. PUG next meets on June 11th and ACE on July 8th.

DoIT FYIs and Reminders



Check out the ways in which DoIT is stepping up to the challenge of supporting users during COVID-19. Link to our [Response Metrics](#).

The Department of Natural Resources and the Illinois State Museum invite you to Share your Story: Illinois in the COVID-19 Pandemic. [Upload](#) your personal journey to share with the next generation.