



The DoIT Digest

Volume 5 Number 14

May 22, 2019

This Week:

- DCEO's "First Stop" Gets Chat Bot Assistance
- DoIT's Service Management Optimization Program is Off the Ground!!
- Illinois Girls Go CyberStart



DCEO's "First Stop" Gets Chat Bot Assistance

Illinois' Stay at Home order created changes for many businesses and raised questions about what is deemed essential to continue operations. The Department of Commerce and Economic Opportunity's (DCEO's) First Stop Business Information Center hotline has been inundated with calls on a variety of topics and DCEO needed another way to provide information and support on frequently asked questions. DoIT at DCEO introduced the Google Artificial Intelligence (AI) Chatbot technology to help answer many questions ranging from what is considered essential vs non-essential, to labor issues, workplace safety concerns, emergency resources (grants and loans), PPE assistance, and how to volunteer. The chatbot exceeded 36,000 engagements in just the first week and the number has grown each day since. The chatbot continues to "learn" and assist businesses and residents as additional programs are offered by state and federal government.

DoIT's Service Management Optimization Program is Off the Ground!

This week, the Service Management Optimization Program (SMP) was officially launched with the release of an online [kick-off video](#) during which DoIT Secretary Ron Guerrier and members of his leadership team presented the project in transparent detail. The entire DoIT team will be a part of this initiative to some degree during the multi-year initiative, so all are encouraged to take an interest and link to the [video](#) to understand the benefits to our organization and how you can support the program's success. Learn why DoIT has chosen this program as a strategic initiative, explore the program's deliverables, decision-making process and schedule of cornerstone program activities. Watch for additional details, including timeline and milestones in the coming weeks.

Illinois Girls Go CyberStart

Illinois competed in the GGCS National Championships this week and was well represented by 45 young women who are exploring the field of cybersecurity. Girls Go CyberStart (GGCS) has collaborated with the SANS Institute and was chosen by DoIT to further our commitment to advancing STEAM (Science, Technology, Engineering, Arts and Mathematics) to our Illinois students and schools. DoIT teamed with likely partners Illinois State Board of Education (ISBE), Learning Technology Center of Illinois, and Illinois Digital Educators Alliance (IDEA) to promote the program and give our girls the very best opportunity to excel in the field of cybersecurity and computer security in the classroom or as a future career.



DoIT FYIs and Reminders



Memorial Day will be celebrated on Monday, May 25th. We take this annual opportunity to thank and honor our military personnel who have died serving in the United States Armed Forces. Memorial Day was first proclaimed in 1868 to honor the soldiers who died during the Civil War.