



## The DoIT Digest

Volume 5 Number 17

June 12, 2020

### This Week:

- **Enterprise Licensing and Permitting Turns One!**
- **Illinois State Government Has Risen to the Occasion of WFH**
- **DoIT Service Management at a Glance**



### Enterprise Licensing and Permitting Turns One!

ELP was put into production a year ago with the launch of licensing and permitting across the state. Three agencies have been onboarded with Illinois State Police (ISP) leading the way. ISP now offers Firearm Dealer Licenses online to support new regulations. More than 2,500 retailers have an efficient process for completing necessary information, uploading support documentation and submitting payment. Illinois Deaf and Hard of Hearing Commission (IDHHC) jumped in next with Provisional and General Sign Language Interpreter licenses. Sign language interpreters can now submit their license applications and supporting documentation online with a user-friendly interface, submit payment and receive their digitized certificate. Illinois Racing Board (IRB) began a soft launch of Occupational, Stable and Partnership Licenses, moving away from complicated paper-based forms and an overloaded, unsupported back-end system. IRB will build out their licensing capability this year.

### Illinois State Government Has Risen to the Occasion of WFH

Illinois quickly set up a work from home (WFH) environment that supports 27,000 remote users today. Our environment had not previously been designed for such a rapid large scale ramp up of remote work, but according to DoIT Chief Technology Officer Lori Sorenson, in an interview with [GovTech](#), “Most employees have adapted very well, very quickly, and have been able to be productive and keep operations moving ...”. Partnering with service provider, Citrix, an inventory on order and additional bandwidth, Illinois was ready to roll. Listen also to [EPISODE 3: Illinois Goes Big and Goes Home](#), part of a podcast series that Secretary Ron Guerrier and Acting Assistant Secretary Jennifer Ricker participated in earlier this month for an account of how we met challenges beyond just technical to achieve success quickly. DoIT’s most recent remote support statistics can be found [here](#).

### DoIT Service Management at a Glance

The Service Management Optimization Program (SMP) recently recorded a series of topics titled, [Service Management 101](#) that breaks down the intent and components of our new customer service delivery program. This is the first in the series that was made available to DoIT Employees last week and will continue through mid-July. [The SMP Page](#) on the Employee Portal includes “Service Management at a Glance”, an overview of the project streams and strategy. Be sure to watch the SMP [kick-off video](#) for a holistic view of the program and link to the SMP Page for a complete syllabus of topics to be discussed. Don’t miss the [June SMP Newsletter](#) that was just issued this week.

### DoIT FYIs and Reminders



If you use eTime, DoIT has implemented security updates that will change eTime login screens presented to employees beginning on Wednesday, 6/17/20. Please contact your agency timekeeper rather than the Service Desk should you have questions or concerns.