DoIT
Illinois Department of
Innovation & Technology

This Week:
- DoIT COVID-19 Response Efforts Shared
- Varied Support Services Offered by our NOC
- SMP Wrapping Up Discovery Phase

DoIT COVID-19 Response Efforts Shared

DoIT's response to the pandemic has been shared virtually and in print in recent weeks. At the IBM Think Gov Virtual Summit, IT leaders from the state, local and federal arena shared their challenges and successes in addressing security concerns and workforce shifts. Secretary Guerrier shared one of Illinois' takeaways, "… technology has become the – in some cases the only – connection between the government and the citizens we serve." More was shared in a recent article in Tech HQ on the very real example of our massive ramp up of internal and partner resources to meet the onslaught of unemployment claims in our state. Secretary Guerrier shared on our security team's carefully crafted Continuity of Operations Plan (COOP) strategy and how quickly it was adjusted to meet the needs of the day. Originally designed for natural disaster response, the DoIT COOP is the foundation for this abrupt lane change to a massive work from home and citizen response effort. Link to "DoIT in the News" for more.

Varied Support Services Offered by our NOC

DoIT operates a 24/7/365 Network Operations Center (NOC) that monitors over 2,000 connections to the State's telecommunications network, the Illinois Century Network (ICN). NOC staff utilize SolarWinds to actively monitor connections, customer hardware, network performance and bandwidth utilization. They also provide afterhours support to other DoIT helpdesks and the Security Operations Center (SOC). The NOC is the single point of contact for network issues, incident updates and notifications of network maintenance and service interruptions. The team of technicians rotates through 12 hour shifts and can be reached by calling the DoIT help desk or emailing DoIT.ICN.NOC@Illinois.gov.

SMP Wrapping Up Discovery Phase

The Discovery Phase of SMP (Service Management Optimization Program) is nearly complete. Over the past three months, managers and staff from teams across DoIT have participated in numerous project meetings, workshops and related activities. The next phase of the program will kick-off in late July, with several Phase 1 implementation projects. For more information on SMP and the latest newsletter, visit the SMP site on the employee portal.

DoIT FYIs and Reminders

Keep Cyber Security in the forefront for both business and personal online work. Link to more helpful resources on our Remote Work page.

The Digest will be moving to a bi-weekly schedule. Look for the next edition on Friday, July 31, 2020.