State of Illinois
Department of Innovation & Technology

This Week:
- **State Data Center Upgrades Facilities**
- **Webex Best Practices**
- **Load Balancing Enhances SAP Portal User Experience**

State Data Center Upgrades Facilities

DoIT operates a secure Central Computing Facility (CCF) or Data Center that is closed to the public. Approximately 25% of the structure is walled off and contains the complex plumbing, HVAC, and electrical systems that keep it running 24/7/365. A project is underway to replace the building's three emergency turbine-powered generators, UPS system, and some of the building's cooling apparatus. CDB is managing the project, with involvement from the Architect of the Capitol, CMS, who owns the building, DoIT who occupies the building, and the engineering firm doing the architectural and engineering work. Many years of electrical, plumbing, HVAC, demolition and construction expertise have been brought to the project. Completion is forecast for June 2021.

WebEx Best Practices

Work from Home has necessitated the increased use of Cisco Webex. It is important to be aware of the following tips and recommendations to the virtual experience more effective:

- Choose to have the meeting call you on your mobile device or desk phone for better audio response. Use "Call Me" or "Call Using Computer Audio". This is the lowest toll charge option and avoids anonymous callers.
- Make sure you are muted until you need to be heard on the call. Be aware that you may be double muted.
- Get the Webex set up well in advance of your meeting to practice using the system.
- Link to additional resources on our website.

Load Balancing Enhances SAP Portal User Experience

Users across 58 agencies are accessing Supplier Relationship Management (SRM), Business Intelligence (HANA Live) and Governance, Risk and Compliance (GRC) applications each day to conduct business and manage financial transactions. As the Illinois ACTS team makes changes and updates to enhance the user experience, load balancing and redundancy are two of those changes most recently made. This move to a clustered environment will make SAP user transactions process faster and improve overall application response time. Users are reminded to use and bookmark https://actsportal.illinois.gov to take full advantage of the recent enhancements. For questions, please contact carl.try@illinois.gov.

DoIT FYIs and Reminders

October is Cybersecurity Awareness Month. Take Ownership and Reduce your Risk. More information available on our Week One tip sheet.

October is also National Depression & Mental Health Screening Month. Link to additional resources.