



## The DoIT Digest

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### This Week:

- Department of Insurance System Matches \$5 Million to Beneficiaries
- DoIT's Network Increases Bandwidth to Schools
- Service Management Tackles Enterprise Configuration Management



### Department of Insurance System Matches \$5 Million to Beneficiaries

In 2020 alone, the Department of Insurance's Life Policy Locator (LPL) system has enabled consumers to collect more than \$5 million from lost or unclaimed life insurance policies. Prior to the Life Policy Locator (LPL), millions of unclaimed dollars associated with deceased individuals went unpaid. The LPL walks the user through the process of completing a request and 500 insurance companies are notified and have 60 days to respond to the inquiry. The system ensures that the requestor is authorized to receive the information before any personal or sensitive data is shared and users have the ability to track the progress of their request. Kudos to the DoIT-DoI team for providing a mechanism to locate beneficiaries of life insurance policies in Illinois. Link [here](#) for more about the Life Insurance Locator.

### DoIT's Network Increases Bandwidth to Schools

COVID-19 has redefined the delivery of education and Illinois has not escaped the challenges. As many teachers and administrators adjust to the virtual environment, bandwidth has become a major concern as schools deploy instruction to their students. With the start of fall classes, it quickly became clear to many schools that their current level of broadband would not support the significant increase in online learning and interactive video programs such as Zoom. Not only are teachers streaming live interactive video sessions from most classrooms, students are virtually collaborating between their home "classrooms" and campus. DoIT staff has been busy through the summer and early fall increasing bandwidth for schools connected to the ICN and working with last mile service providers to increase circuit capacity.



### Service Management Tackles Enterprise Configuration Management

The SMP program team's work on the Configuration Management Database (CMDB) is well underway. The CMDB will support DoIT's enterprise service management processes by providing reliable, quick and easy access to accurate enterprise Configuration Item (CI) information, including services, software, hardware and their respective relationships. This information will be useful in performing impact assessments, identifying high-risk, high-impact configuration items (CIs) and determining systems that could be impacted by a change or service disruption. This information will be accessible to our IT leadership and managed by agency CIOs through the ServiceNow dashboard, which is updated in real time. Link to more about [CMDB](#) on the SMP site.

### DoIT FYIs and Reminders

We continue to recognize Cybersecurity Awareness Month in Illinois during October with reminders on how to #BeCyberSmart. Helpful information and materials can be found [here](#).



Don't forget to register for the [virtual Illinois Digital Government Summit](#) after obtaining supervisor approval and the completion of a [DoIT training request form](#).