

This Week:

- **What a Difference a Year Makes!**
- **Enabling Pandemic Response Needs**



What a Difference a Year Makes!

Nearly one year ago, state employees were sent home to work remotely for a “couple of weeks”. Who could have imagined that today we would be humming along productively with new skills adopted and an expanded repertoire of tools? To make this happen, DoIT technical teams worked remotely and onsite to stand up secure remote capability for 20,000+ employees who needed access to their files and drives through Citrix or NetMotion and enabled 1,500 call center agents.

DoIT divisions worked tirelessly to support remote work, including the addition of a [RemoteWork site](#) and Live Support Room to provide real-time assistance. Virtual meetings became the norm for most, which involved some adjustments to our home environments. New work settings became the kitchen table, a quiet basement and even closets to escape the noise of pets and young children. Many missed the connections of working in an office and team environment, which gave rise to a new event called *DoITogether Tech Talks*, led by our DoIT Secretary and featuring news from around the agencies and even some lighthearted fun. What seemed unfathomable a year ago became possible, thanks to our incredible teamwork at DoIT.

Enabling Pandemic Response Needs

COVID dictated quick action to support the agencies who deliver critical services to the residents of Illinois. Calls, emails and website traffic increased in the absence of open physical locations. Websites were tailored for ease of use while traffic increased 1,300% and infrastructure was expanded to meet the demand. Eight new websites were launched along with three chatbots to provide critical information for IDES, Public Health and DCEO’s *First Stop Business Information Center*. Bots responded to an average of 19,000 inquiries per day, relieving overwhelmed staff.

DoIT’s enterprise VoIP system expanded call center capacity across 14 agencies and now supports nearly 5,000 agents, a 200% increase. Calls jumped 700% early in the pandemic, but support came in the form of self-help chatbots and predictive dialers. Several more contact centers are currently in development. For our state’s students, “drive-up” or hotspot service was set up to offer web access to learners who didn’t have the capability from their “home classroom”. Link to the current interactive [hotspot map](#).

Together, we have adjusted to the pandemic by providing services and getting our work done in new, productive and collaborative ways. Appreciation goes to every DoIT employee.

DoIT FYIs and Reminders



A celebration of women’s contributions to history, culture and society, Women’s History Month began with International Women’s Day in 1911, morphed into Women’s History Week in 1980, and declared a month-long celebration by Congress in 1987. This week’s DoITogether Tech Talk celebrated Women’s History Month with a look back at female technology pioneers and can be [viewed here](#) and be sure to follow the [DoIT Women in Tech Series on the Employee Portal](#).