



The DoIT Digest

Volume 6 Number 7

April 9, 2021

This Week:

- **April is Innovation and Technology Month**
- **EPMO “Right-Sizes” to Fit the Project**
- **DoIT Customer Support Portal – Self-Service Tools and Resources**

April is Innovation and Technology Month

Governor JB Pritzker has proclaimed April as Innovation and Technology Month in Illinois to recognize the importance of the technology industry for the residents and economy of Illinois. Illinois universities produce the third most computer science undergraduates, fourth most MBAs and sixth most data scientists in the nation. Our state continues to build out free broadband connectivity for K-12 public schools and wireless hotspots, developed for remote learners this past year. Throughout the month, DoIT will reach out to educators on broadband expansion, and continue a public/private collaboration with industry leaders in our state to discuss continuing our progress in Diversity, Equity and Inclusion (DEI) in the tech space. Link to the recent Press Release.

EPMO “Right-Sizes” to Fit the Project

Projects come in different sizes! DoIT’s Enterprise Portfolio Management Office (EPMO) has determined that right-sizing governance workflows will save time and money by removing unneeded steps for less complicated projects. The project size is determined during the proposal stage, then applied in workflows for proposals and projects. Learn about right-sizing in an interactive one hour class - PPM101-Governance: PPM Proposal and Project Workflow held every other Thursday. Or, for a quick view, the class slides that define workflows are available as a Supplemental Guide - PPM101 Governance: Proposal and Project Workflow. The slides also cover initiating an *Emergency* proposal and project. As always, for more information, visit the Enterprise Portfolio Management Office.

DoIT Customer Support Portal – Self-Service Tools and Resources

DoIT is launching a new customer support tool that includes a vast collection of reference documents and resources arranged in a self-service format for answers to commonly asked questions. From self-service password resets, to tips for remote work, how to set up multi-factor authentication, Microsoft 365 Help, conducting a Webex meeting and much more, the site is brand new and designed for a positive user experience. We encourage users to “help themselves” before calling the DoIT Service Desk. The resource is likely to resolve many issues and users may even stumble across a deeper dive into other useful topics in the process. The new Customer Support Portal can be found at DoITSupport.illinois.gov.

DoIT FYIs and Reminders

April is Child Abuse Awareness Month and has been observed since 1979 to thank those who promote child and family safety and well-being. Link to the Press Release and more information is available from the Administration for Children and Families at the US Department of Health and Human Services.

April is also Stress Awareness Month. Probably scheduled before Tax Day was extended for a month, the original intent was to take the day after taxes are due to “chill out”. A single day might not suffice after the year we have had! At the very least, if relaxing doesn’t come naturally to you, make a concerted effort on April 16th to enjoy some down time.