



## *The DoIT Digest*

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### **This Week:**

- **Enterprise Licensing Delivers EploreMoreLL**
- **EPMO Enhances Training Site**
- **ServiceNow Brings Efficiencies to Service Delivery**

### **Enterprise Licensing Delivers ExploreMoreLL**

The DNR-DoIT team worked diligently to get ExploreMoreLL implemented earlier this month, in time for residents to apply for licenses and permits for 2021 outdoor recreational activities. This “go live” represents yet another agency to take advantage of the enterprise licensing platform. Users will find a new and modern design, streamlined content and a 24/7 call center (866-716-6550) for efficient transactions. Users of the previous licensing system will log in as before and find that all profile information has transitioned over to the new system. For outdoor enthusiasts who prefer to conduct business in person, the system is available at over 700 issuing agent locations (bait shops, convenience stores, sporting goods stores, Walmart and DNR locations). The new platform simplifies getting outside to hunt, fish, boat, snowmobile and many other ways to Explore More of Illinois!

### **EPMO Enhances Training Site**

Customer Experience (CX) is important to the Enterprise Portfolio Management Office. It is CX that guides updates to the Intranet site and most recent improvements include a scrolling News section containing dates of upcoming PPM interactive trainings. Check out the project management and leadership topics. The [EPMO training link](#) provides PPM training options beyond the Instructor-led WebEx classes, such as pre-recorded virtual training presentations, and PPM online courses with simulations and printable job aids. The PPM Online Course buttons introduce areas of the PPM system intended not only for Project, Program and Portfolio Managers, but any employee with an interest. Let us know if we are headed in the right direction by “liking” the page.

### **ServiceNow Brings Efficiencies to Service Delivery**

The Service Management Optimization Program (SMP) is bringing efficiencies to the back-office functions that enable the delivery of products and services to our agency customers. The SMP team has created avatars or personas for these crucial roles performed by DoIT staff, with an associated job function description, current workflow challenges and projected improvements offered by the ServiceNow implementation. Browse the [SMP site](#) for an understanding of and an appreciation for the staff and associated work effort that goes into your service delivery.

### **DoIT FYIs and Reminders**

If you haven't been out to the [Employee Portal](#) to appreciate all of the impressive female employees we work with at DoIT, please take the time to understand the many ways in which they contribute to our mission of service delivery and give them a shout out! The list is certainly not exhaustive and many thanks to all of the hard working and professional women in our agency and enterprise!