

March 2017 IT Consolidation Update

Two Q & A sessions were held in February for the Managers of the Phase 1 and 2 impacted agencies. Jayne Scofield and Jim Sheets spent approximately an hour at each meeting providing updates and answering questions for those in attendance

The Phase 3 Site Support discovery meetings have kicked off. As of February 28, 2017, four meetings have been held. Fifteen more meetings are scheduled for March but we are anticipating additional follow-up might be needed.

Joe Homan, who is part of the core team working through this phase, will be the Manager over this team once this phase is completed. Joe Homan is currently the Customer Services Manager for DHHS. Joe has been with DHHS for the past 19 years. He manages a team of over 50 staff providing Level 1 and 2 Help Desk support, Field Support and IT Warehousing for DHHS. Joe has been directly involved in the managed desktop model currently used by DHHS supporting over 7000 computers across the State. Joe brings to this position strong customer service skills and experience supporting a large customer base with varying computer needs.