



Information
Services
New Employee
Reference Guide

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State of Oklahoma
Office of Management and Enterprise Services
Information Services

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WELCOME

Welcome to Office of Management and Enterprise Services - Information Services (OMES IS). This information is intended to assist you in becoming familiar with some of the aspects of the division.

OMES BACKGROUND

The Office of Management and Enterprise Services (OMES) was created in 2011, when five existing agencies were combined into a single agency. These five agencies were the Oklahoma State and Education Employees Group Insurance Board (OSEEGIB), the Employees Benefits Council (EBC), the Office of Personnel Management (OPM), the Department of Central Services (DCS), and the Office of State Finance (OSF).

In accordance with legislation HB1304, OMES was charged with consolidating all of the state's IT services with the intent of centralizing the state's network, saving money, and increasing security through economies of scale. This consolidation of the state's IT services has become the Information Services Division (ISD), a division within OMES.

NEW EMPLOYEE ORIENTATION

The Human Resources department conducts a New Employee Orientation each Wednesday morning at 9:00AM at the Jim Thorpe Building at 2101 N. Lincoln Blvd., Room B-84. Each employee is required to attend a session. You will receive an email from your designated HR staff member confirming the date and time of your orientation.

For any other detailed information go to:

<http://ok.gov/OSF/documents/EmploymentGuide.pdf>

NEW OMES IS EMPLOYEE TO-DO'S

During your first few weeks, the following should be accomplished:

- You will be provided a non-disclosure statement regarding release of confidential information to read and sign.
- Get a User ID to logon to the system.
- Be introduced to team members.
- Receive an invitation to meet the Chief Information Officer and Chief Operations Officer
- Fill out your new hire paperwork.
- Receive your OMES IS access badge when you attend the OMES Data Center Tour, which is held every Wednesday at 2PM.
- Receive an invitation to staff meetings as appropriate.
- Review the internal web sites outlined in your new hire paperwork.
- Be scheduled for Time Entry training and shown how to enter your time.
- You will need to call the Service Desk to get your CRM self-service password.
- Begin using Lync, an instant messaging application (Lync may not be available on all networks, consult your supervisor).

If you do not accomplish each of the previous items, please notify your supervisor.

As a new employee, you will also complete the following mandatory training:

- HIPAA – Within the first few weeks.
- Security – Within the first few weeks.
- Change Management – Within the first 6 months.
- Customer Service – Within the first 6 months.
- Spectrum – Within the first 6 months.

OMES IS provides its staff with the appropriate office supplies.

For the OMES Data Center – Office supplies can be found in the office supply room located in the long hallway in the 2nd floor secure area, about halfway down on the south side of the hallway. For additional supplies, ask the receptionist at the front desk for access to the 1st floor supply room.

For all other locations – Your Supervisor will show you where to obtain necessary office supplies.

BADGE PROCEDURES

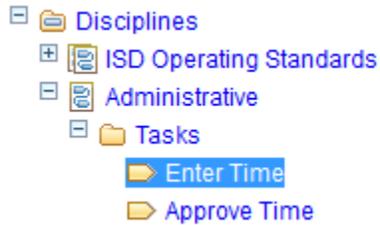
All employees are to wear their employee ID and keep it visible at all times. Employees working in or visiting the OMES Data Center are required to scan their badges anytime they enter or leave the building. It is the responsibility of all OMES IS employees to ensure everyone in the building is displaying a badge and to challenge individuals if a badge is not seen.

Employees who forget their badge may be assigned a temporary badge. They will have to specify what areas they will need access to. The temporary badges may have limited access to certain areas. Don't forget to return the temporary badge when you are finished using it.

TIME ENTRY

Time entry procedures are individualized to each division. You should contact your immediate supervisor for the proper procedure for time entry. OMES IS operates on a bi-weekly pay schedule. It is your responsibility to make sure timesheet entries for the previous week are entered no later than noon every Monday. Failure to enter time can result in a reduced paycheck; therefore it is important that you input your time each week. Supervisors must verify and approve time entries for their assigned employees no later than noon every Tuesday.

Time entry procedures can be found by accessing the Eclipse link and following the steps below: <http://eclipse.omes.ok.gov/>



SECURITY

Computer Security

At no time should you leave your PC unsecured. If you are not in line-of-sight of your PC, you must lock your PC to prevent unintended disclosure of information. You should always use strong passwords on all state systems and services. Do not share your User ID or password with anyone. Do not click on random links in your email or instant messaging and be cautious of email or attachments from unknown senders with a strange subject line.

Telephone & Email Security

Do not discuss information (by telephone, in person, or via email) of a confidential or personal nature with anyone other than the authorized individual. This includes discussion between employees unless there are specific business needs to do so. If you are aware of any breach of protocol, it is your responsibility to immediately notify your supervisor.

Scheduling Meetings at OMES Data Center with Visitors

Please include security@omes.ok.gov as an optional attendee on all meeting requests in the OMES Data Center which include external visitors. These meetings must be scheduled at least 48 hours (two business days) in advance, when possible.

OMES IS PROCESS DOCUMENTATION

OMES IS has a web-based process library called Eclipse which stores all the following:

1. Role Definitions & Duties
2. Standard Operating Procedures
3. Training Curriculum and Videos

Eclipse is located at this web address: <http://eclipse.omes.ok.gov/>

On this website you will find the definitions and duties for many of the OMES IS positions. Eclipse also has many of the templates and forms used in OMES IS processes. This website is a work in progress so your specific job may not be documented in the process library at this time. Feel free to make suggestions for additions and changes to the following email address: processfeedback@omes.ok.gov

At the end of this New Employee Reference Guide, there is an Eclipse Scavenger Hunt to help new employees become more familiar with Eclipse.

NETWORK FOLDERS

OMES IS employees have access to network drives and folders on their workstations.

Three common network drives are H, I and J.

H: Drive – A personal drive that only the user has access to

I: Drive – A department share; used for sharing documents between users in the same department/group (e.g. HR, Datacom, Voice, Accounting)

J: Drive – Shared by OMES as a whole (every division) to share information (aka Public). OMES staff embedded at supported agencies normally do not have access to the J: Drive.

- Files older than 30 days on the J: Drive are subject to being automatically deleted.

J: < Function < All OSF – a folder accessible to anyone working for OMES.

J: < Function < ALL ISD – a folder accessible to OMES IS employees (normally employees at the OMES Data Center).

COMMUNITIES OF PRACTICE - WIKI

OMES IS operating standards are posted to the Wiki, a space where OMES IS employees can review and comment on posted items, for a two-week period before going to the Standards Review Committee for approval.

All OMES IS employees are able to sign up for the Wiki by going to the State CIO page (www.ok.gov/cio/) and clicking the **Communities of Practice Wiki** link under Popular Links. Next, in the Communities of Practice box, click the **fill out and submit a request** link, choose the **Wiki Enrollment CIO** link, and fill out and submit the form. Once the form is submitted, the OMES Service Desk will contact you.

PERFORMANCE EVALUATIONS

OMES IS uses the Performance Management Process (PMP) form as the format for personnel evaluations. Within 30 days of your hire date, your supervisor will set up an initial personnel evaluation allowing you an opportunity to discuss the criteria and outcomes for which you will be evaluated for the remainder of the fiscal year.

HOW TO CONTACT THE SERVICE DESK

The state has a statewide IT Service Desk to help with your IT issues and requests. The OMES Service Desk can be contacted by various methods. The main phone numbers are 1-405-521-HELP or 1-866-521-2444. Initially you will need to call the Service Desk to get your CRM Customer Portal password. Once you receive this, you may enter a ticket through the CRM Customer Portal system by going to <http://servicedesk.ok.gov/CherwellClient/Access> or by emailing servicedesk@omes.ok.gov. The Customer Portal allows you to track the progress of your issue.

INCLEMENT WEATHER/ESSENTIAL EMPLOYEES

In the event such a declaration is made, information will be listed on local TV networks and the www.ok.gov website. Employees have classifications as essential or non-essential dependent on the criticality of their jobs during these specific situations. Please consult with your supervisor for your classification and procedure.

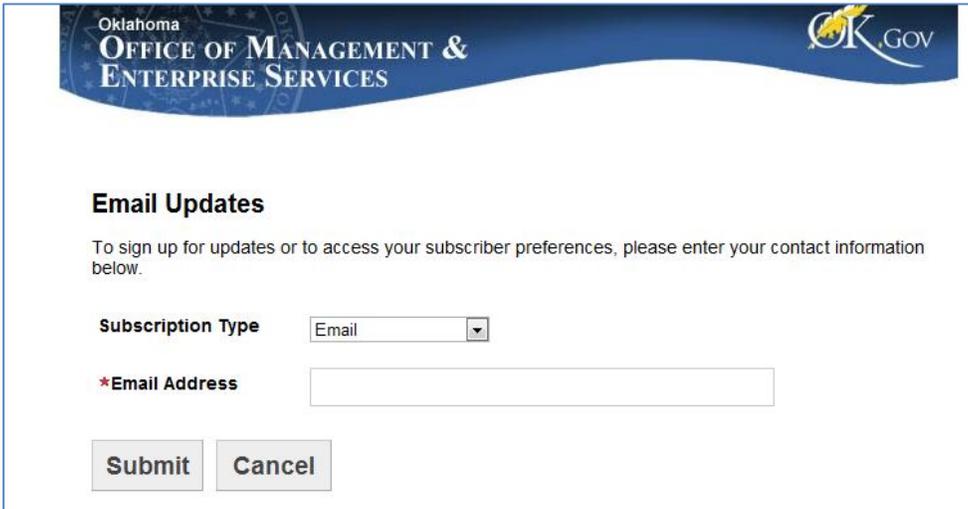
When employees are at work and instructed to leave early due to inclement weather an email will be sent to all OMES staff members from the HCM Administrator.

NOTIFICATIONS

Informational broadcasts regarding various topics are sent to employees on a regular basis. You can choose to receive any of these notifications by going to the following website: <https://public.govdelivery.com/accounts/OKOMES/subscriber/new>

You will automatically be added to the OMES IS Employee Notification Group; therefore you will not see this group on the list.

Choose the email option, enter your email address, and submit. You will then see a large list of topics you can select. Put a check mark by those you are interested in and you will receive regular updates on those topics as they are made available.



The screenshot shows a web form titled "Email Updates" from the Oklahoma Office of Management & Enterprise Services. The form is set against a blue header with the organization's name and the "OK.GOV" logo. Below the header, the text reads: "To sign up for updates or to access your subscriber preferences, please enter your contact information below." The form includes a "Subscription Type" dropdown menu currently set to "Email", and a text input field for the "*Email Address". At the bottom of the form are two buttons: "Submit" and "Cancel".

CONFIDENTIAL INFORMATION

Confidentiality

Due to the nature of our work, OMES IS is often presented with sensitive, confidential information that may or may not be public record. Little can destroy your professional credibility faster than violating this tenant of professionalism. For this reason, staff must continually ensure our entire work environment and practices are secure, and must also complete an online HIPPA training course (Refer to the HIPPA section below for instructions on how to take this course).

Disposing of Confidential Information

Confidential documents that are no longer needed can be disposed of in the locked bins at your work location.

For OMES Data Center – Locked bins are located in the Destruction Room, located in the public hallway on the 2nd floor just north of the double secure doors. Non-confidential information in paper form can be placed in the same destruction room in the open bins for recycling.

For all other sites – Please consult your supervisor for the location of destruction bins.

OFFICE ETIQUETTE

If you are going to be out of the office for one or more days, you will need to set your out of office assistant to notify people who send you email when you will return.

You can watch a video of how to establish a signature line for your email by going to the Eclipse website at <http://eclipse.omes.ok.gov/> and accessing the following folders: **Roles < All-Roles < Any Role < Guidance**. In the Guidance folder, click [Adding a Signature Line to Your Email](#). OMES requires its employees to use one of a few crafted templates for email signatures. These templates are located at **J: Drive < Function < Branding < OMES** under **Email Templates**. Further branding information for email signatures can be found on page 17 of the **OMES Branding and Identity Guidelines**, located at <http://www.ok.gov/OSF/documents/OMESBrandingGuidelines.pdf>.

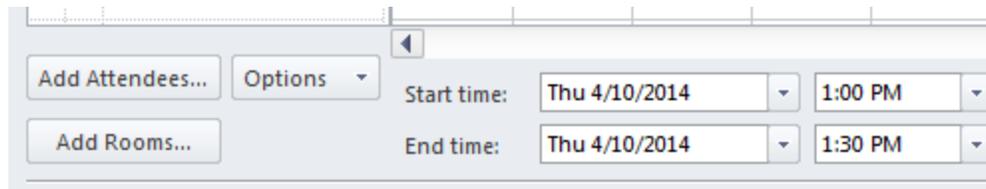
OMES WEBSITE NAVIGATION

The OMES website is located at <http://ok.gov/OSF/>. Any further information you might require can be found under OMES Employee Information and OMES Rules, Policies & Statutes.

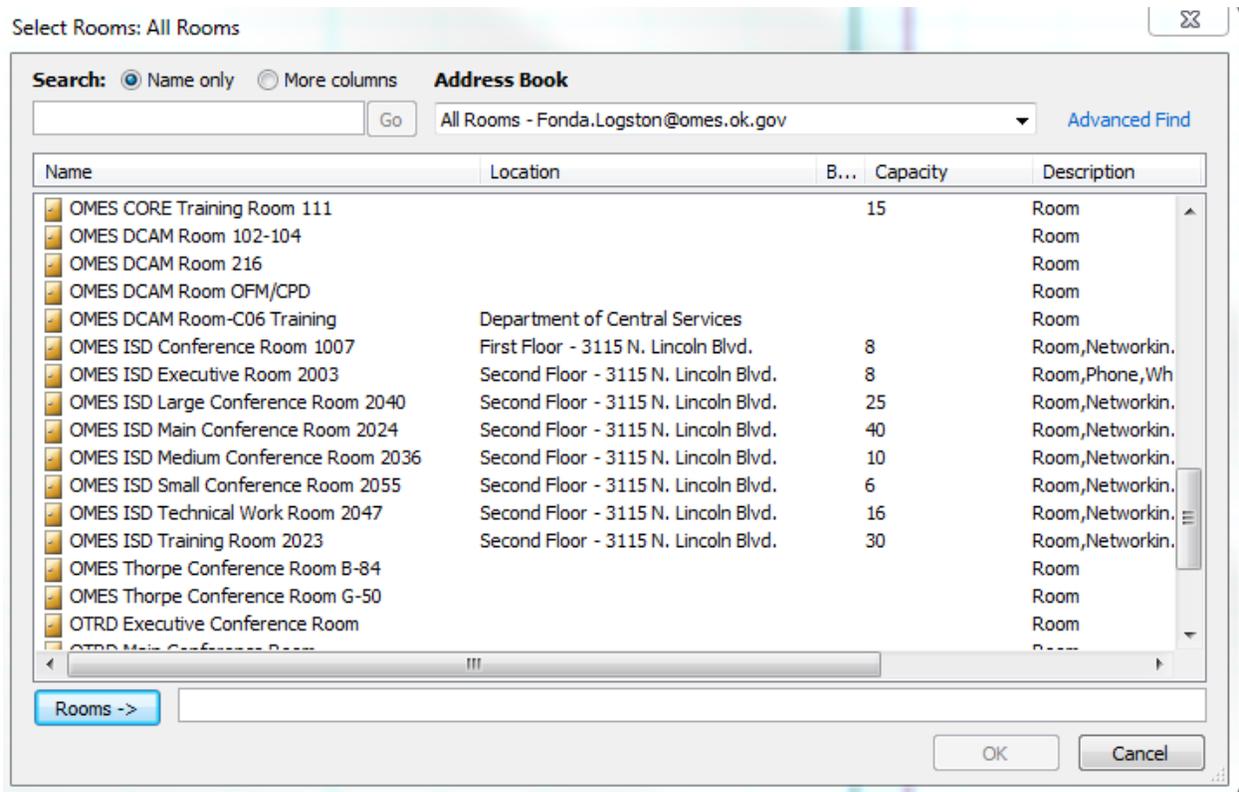
SCHEDULING CONFERENCE ROOMS

Note: The following procedure works on Microsoft Outlook 2010. If your version is newer, some of the steps may be different.

Conference Rooms are listed on the Microsoft Outlook Directory. With Outlook open, go to your calendar. Click **New Appointment** in the top left corner of the screen. Next, click **Scheduling Assistant** at the top. Then click **Add Rooms** in the bottom left corner.



OMES IS rooms will be listed as OMES ISD. You will find the capacity listed to the right of each room.



Once you have selected a room and clicked **OK**, you will be able to determine if the room is available.



In the above picture, the OMES ISD Medium Conference Room is available at all times except from 2:00 – 2:30 and 3:00 – 4:30 PM. Once you select an available timeframe and you schedule the meeting, you will get a confirmation email indicating the room has been booked for you.

OFFICE LOCATIONS

The **OMES Data Center** is located at 3115 N. Lincoln Blvd., Oklahoma City, OK 73105.

ISD staff members frequently visit the following locations to meet with customers:

Colcord Building – 421 N.W. 13th St. 2nd Floor – The PeopleSoft CORE support team operates from this building on the 2nd floor.

Connors Building – 2501 N. Lincoln Blvd. – Tax Commission state administrative offices and OMES IS staff that support Tax Commission are located in this building. It is one of the four large white buildings to the north of the Capitol. It is the one that is located on the northwest side. Visitor parking is located on the north side of the building.

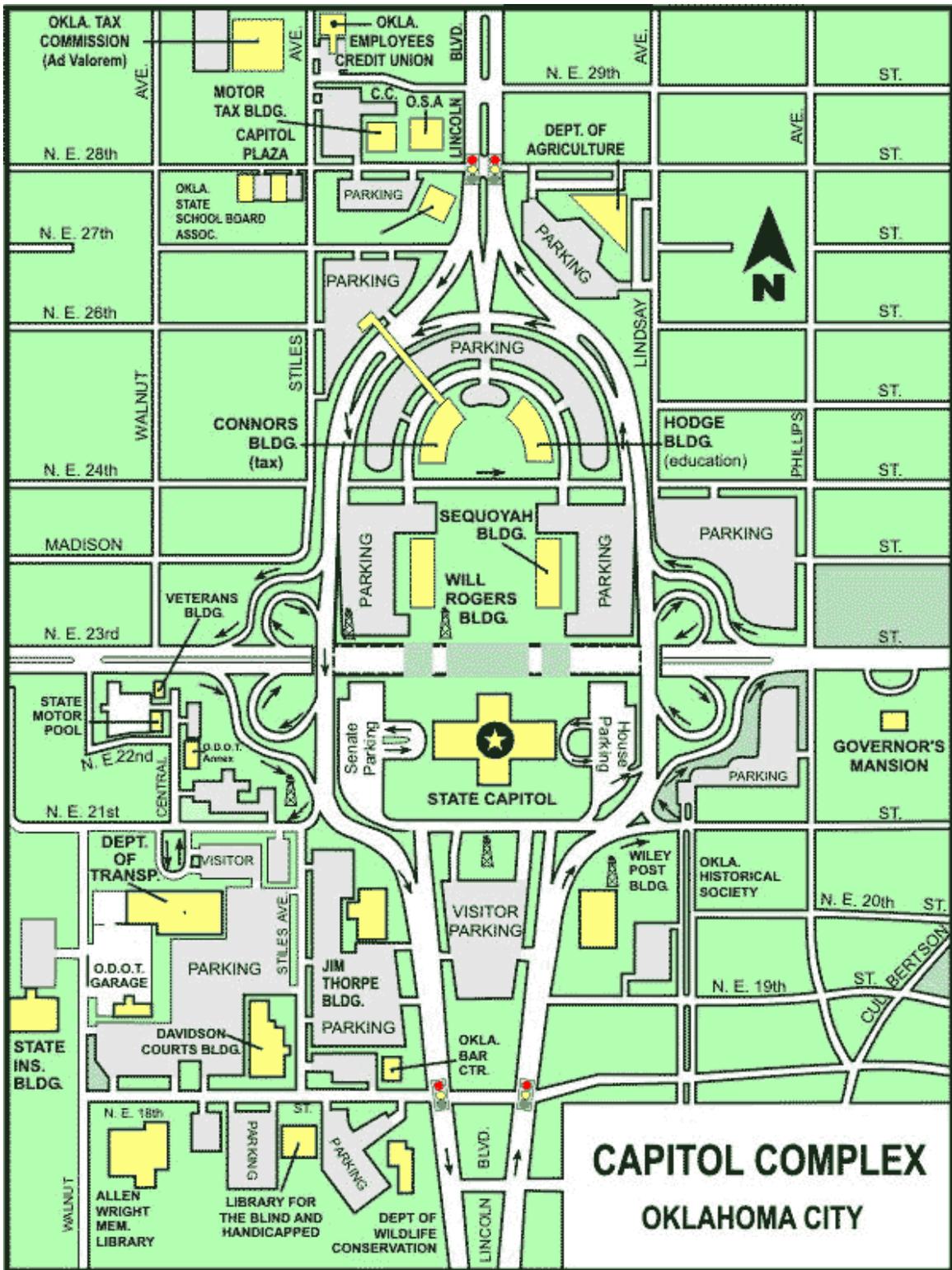
Data Services Division (DSD) – 1110 N.E. 12th St. – OMES IS Staff that support OKDHS staff are located in this building.

Hodge Building – 2500 N. Lincoln Blvd. – Education state administrative offices and OMES IS staff that support Education are located in this building. It is one of the four large white buildings to the north of the Capitol. It is the one that is located on the northeast side. Visitor parking is located on the north side of the building.

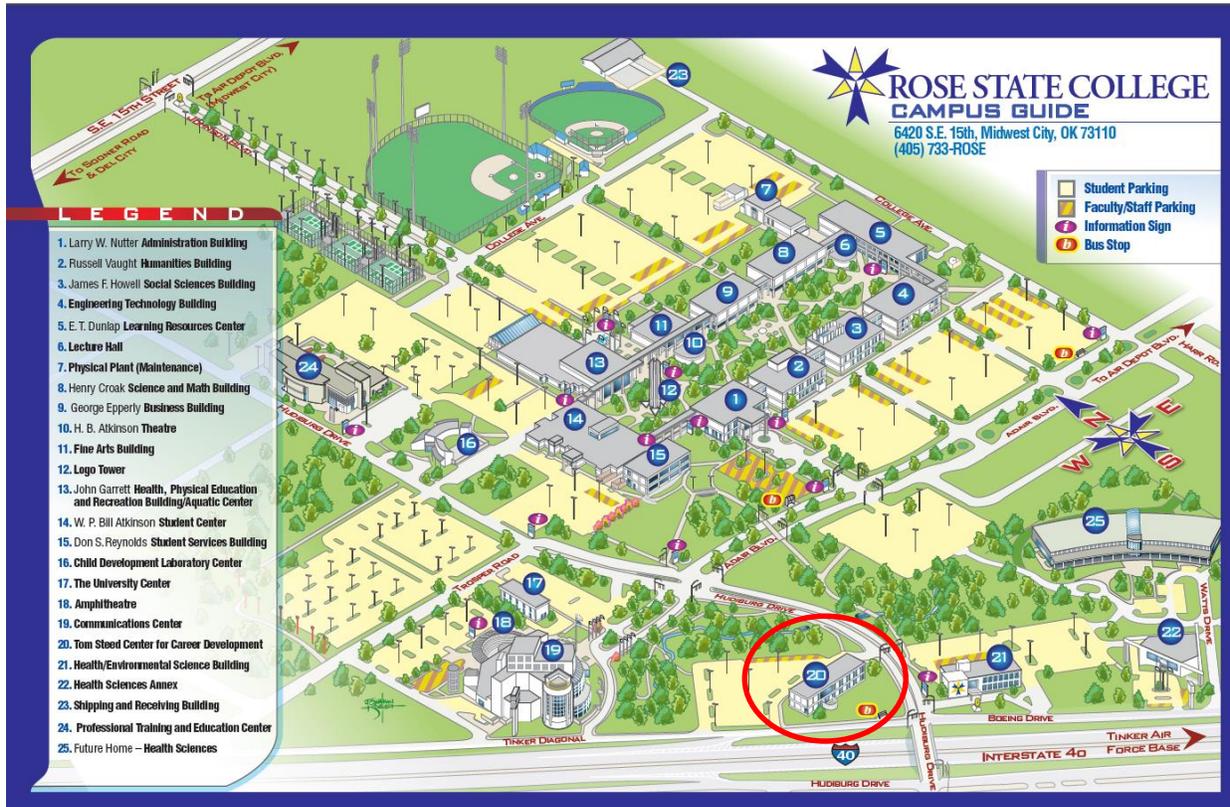
Jim Thorpe Building – 2101 N. Lincoln Blvd. – OMES Human Capital Management offices are located in this building. It is the building southwest of the Capitol. Visitor parking is located on the west side of the building.

Sequoyah Building – 2400 N. Lincoln Blvd. – OKDHS state administrative offices are located in this building. It is one of the four large white buildings to the north of the Capitol. It is the one that is located on the southeast side. Visitor parking is located on the north side of the building. Everyone must sign in at the desk on the first floor of the building. Access for visitors is on the east side of the building.

Will Rogers Building – 2401 N. Lincoln Blvd. – Central Procurement and many OMES state administrative offices are located in this building. It is one of the four large white buildings to the north of the Capitol. It is the one that is located on the southwest side. Visitor parking is located on the west side of the building.



Tom Steed Training Center – 6420 S.E. 15th, Midwest City, OK 73110 – This facility is located on the Rose State College campus and is the location where many HRMD training courses are conducted.



OFFICE HOURS

Please consult with your supervisor for your specific office hours. Depending on the needs of your department, an alternative work schedule may be available. Normal business hours are 8 a.m. to 5:00 p.m. Monday through Friday.

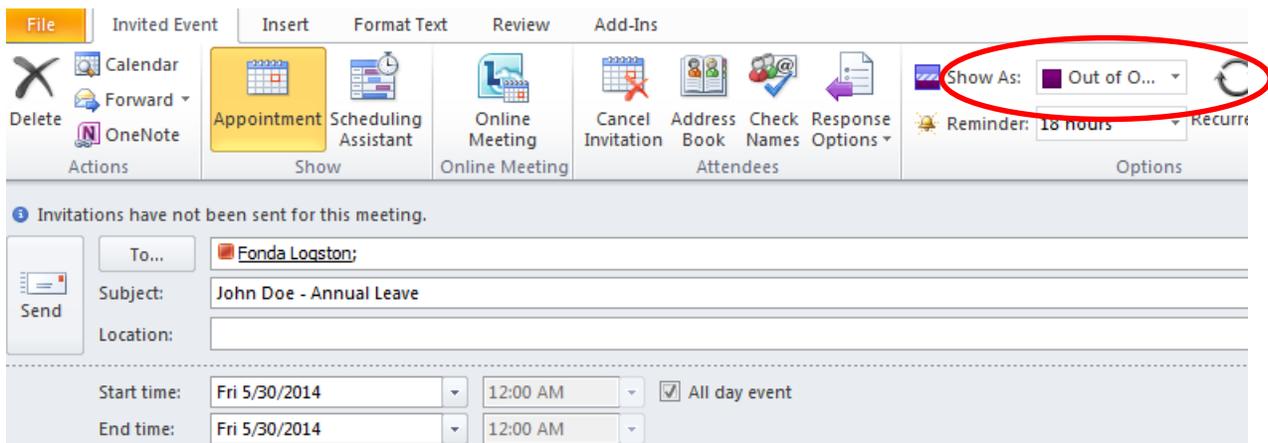
SECURITY AWARENESS TRAINING

All OMES IS employees are required to take an online Security Awareness Training. Employees will receive an email from “Training Administrator”, assigning them a user name and temporary password that will need to be changed the first time they login. The training must be completed annually by December 31st.

REQUESTING LEAVE

All requests for leave are submitted by adding a meeting request directly to your supervisor's calendar. To do this:

- Go to your Outlook Calendar and click **New Meeting** under the “Home” tab.
- Add your supervisor's name in the **To** field.
- Put your name and reason for the leave in the Subject field.
- Add the date or range of dates in the Start and End Time fields.
- Check the **All day event** box.
- Select **Out of Office** in the “Show As” dropdown menu.



- Your supervisor will either approve or reject the request giving you a reason in the response.

PHONES

All OMES IS employees have a phone at their desk. Each new employee should receive a “Phone User Quick Reference Guide” to assist in the setup and usage of your phone. If you don't have one, please contact your supervisor.

CONTINUED EDUCATION

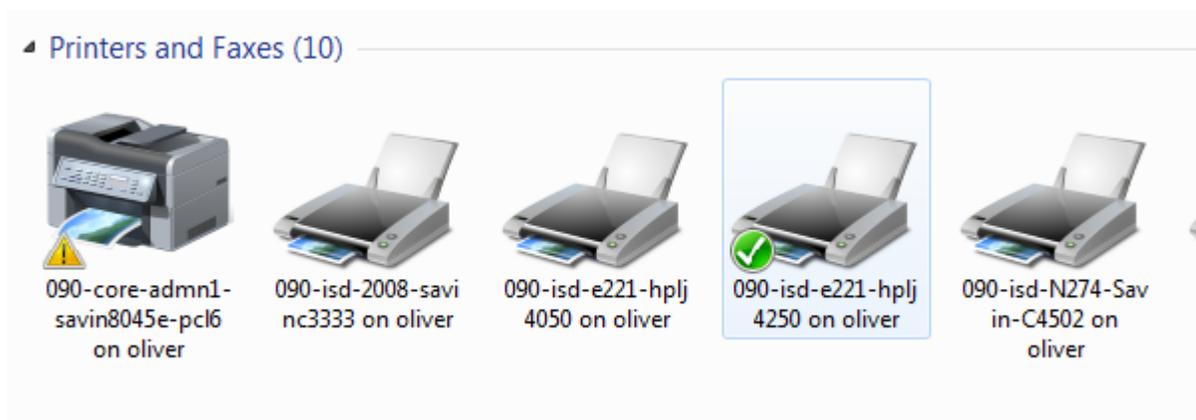
OMES IS actively supports the continued education of its employees. Your open Personnel Management Performance (PMP) form will outline the continued education plan that your director or manager plans for you. Your supervisor will discuss your educational goals with you and assist in developing a plan.

You are also encouraged to enroll in the Training and Development classes available from OMES HCM. Go to http://www.ok.gov/opm/HR_and_Employee_Services/Training/HRDS_Workshop_Information.html and select the **Training Schedule** Link to find the current list of classes available. If you are interested in attending any of the classes, please discuss this with your supervisor prior to enrolling.

OMES IS PRINTERS

Your computer should already be setup with printers when you login for the first time.

Note: To see which printers are setup on your computer, click the **Start** button in the bottom left corner of your desktop; then click **Devices and Printers**.



If you need a printer that is not setup on your computer, follow the following steps to add a different printer.

1. Click the **Start** button again and in the Search field, type in [\\app-prt01](#) and press **Enter**.

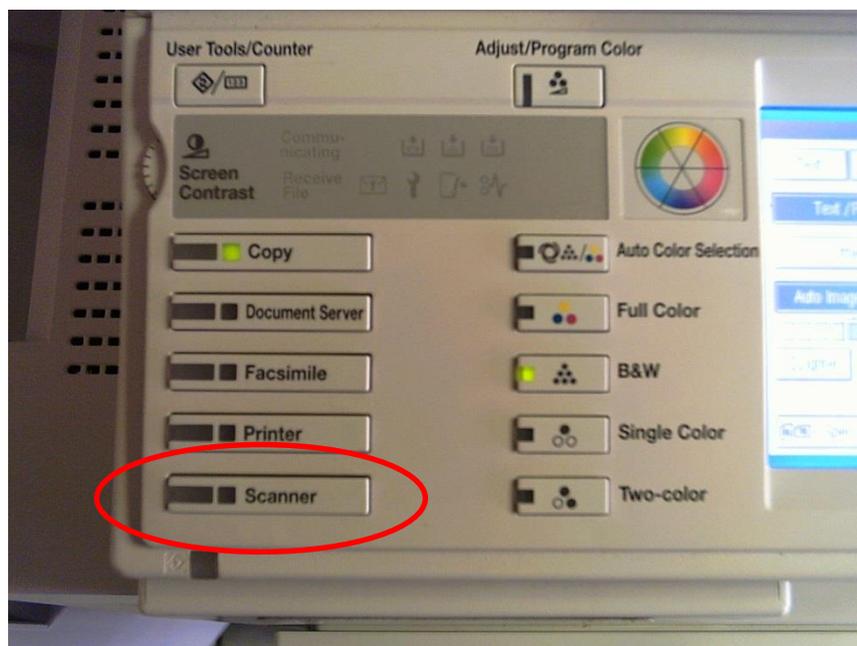
2. Find the printer(s) you are missing and double-click the one(s) you need. The printer should become available on your computer. Go back to the “Devices and Printers” screen to make sure the printer is now properly listed on your computer.

SCAN TO FOLDER

In order to use the scanning functionality of the Multifunction Device (MFD), you will need to open a Service Desk Case and request scan to folder be turned on for you. You will need to specify the specific MFD you will be using to scan. Once you are setup for scan to folder, you can scan from the selected MFD to a newly created **scan** folder on your personal H: Drive.

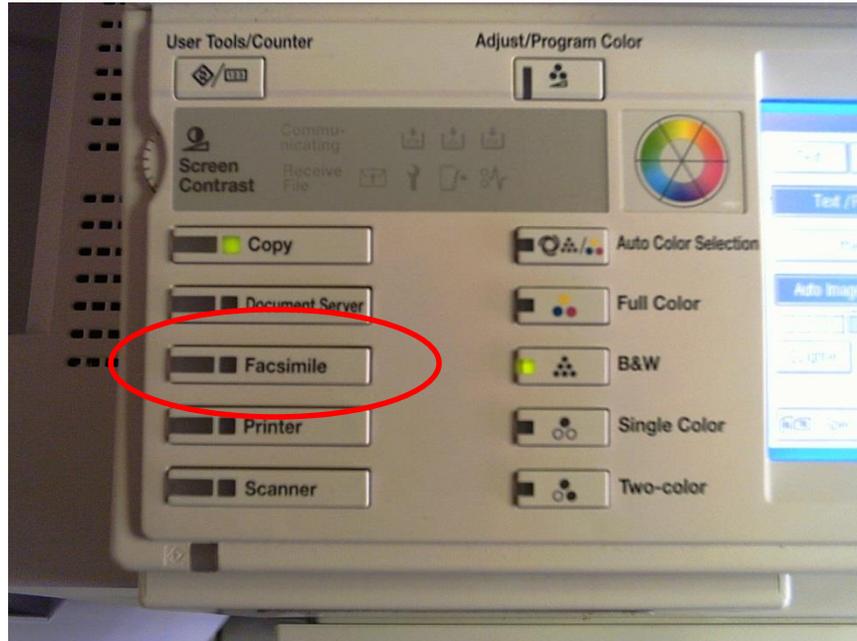


Load the documents you wish to scan into the selected MFD and select the **Scanner** button. The documents will be processed and the scan will appear in your **scan** folder.



FAXING

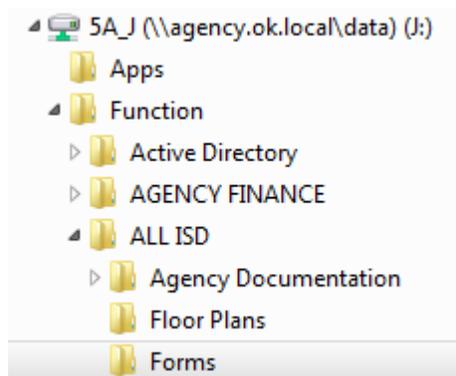
Faxing is also available from many of the Multifunction Devices. From the MFD, select the **Facsimile** button. The screen will then walk you through asking for the fax number, etc. Please get with an existing staff person to have them walk you through how to fax.



BUSINESS CARDS

Business cards are free to all managers and directors, and employees that have been approved by their supervisor. The **Business Card Request** form is located at the following location:

J: Drive < Function < ALL ISD < Forms



BREAKROOM

Cleaning Up

You are responsible for cleaning your spills or crumbs on countertops, tables and chairs; placing recyclables and trash in the appropriate receptacles; and washing your dishes and utensils and putting them away. The office cleaning crew is not responsible for the kitchen.

Refrigerator

Guidelines for storing items in the refrigerator:

- Label any of your personal items that you want to stay in the refrigerator.
- At least once a week, throw away any of your items that are out of date.
- Take home items and personal containers that have old “stuff” in them.

The refrigerator is cleaned periodically.

Microwave

Each time you use the microwave, clean up your spills or crumbs. Always use a lid or cover on your dish to prevent splatters.

Recycle

Recycle receptacles are provided in the breakroom for paper, plastic and cans. A trash can is provided for all other non-recyclable materials.

TOBACCO-FREE ENVIRONMENT

Effective July 1, 2012, all buildings, parking lots and vehicles owned or leased by the State of Oklahoma are tobacco-free, in accordance with the Governor’s Executive Order. This policy applies to employees, clients, visitors, contractors and the general public, and includes cigarettes, pipes, and smokeless tobacco, among others.

ECLIPSE SCAVENGER HUNT

Using this New Employee Reference Guide, see if you can find the following items on Eclipse (<http://eclipse.omes.ok.gov/>):

SCAVENGER LIST

- **Table of Contents** for the ISD Operating Standards
 - This will show you a list of the standards and how they are organized.
 - The operating standards have their own tab on Eclipse' main page, but they are also connected to their corresponding roles and disciplines.
- **02.3.1a ISD New Employee Reference Guide** in the ISD Operating Standards
- **"Any Role"** role
 - This role will show you some tasks and attachments that are helpful for all OMES IS staff.
- Try finding your role on Eclipse. (Not all roles are in Eclipse so you may not find it.)
- **ISD Glossary**
 - This glossary provides a list of terms and acronyms related to OMES IS.
- **Entering_Time.wmv** video showing how to enter your time
 - Please watch this video to show you how to correctly input your time.
- **Branding_Email_Templates**
 - The attached Word document gives instructions on how to add a signature to your email.
- **OMES IS Team Organizational Charts**
 - Review the attached PDF to get an idea of the different OMES IS departments.

Now that you know your way around Eclipse, you will be able to find the information you need as you get settled in to your new role here at OMES IS. Eclipse is updated weekly. If you would like to share a comment, question or concern about Eclipse, you can click the **Feedback** button in the top right corner of the Eclipse main page.