



Information
Services Division
New Employee
Reference Guide

June 2014

State of Oklahoma
Office of Management and Enterprise Services
Information Services Division

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WELCOME

Welcome to Office of Management and Enterprise Services - Information Services Division (OMES/ISD). 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

HR 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. The orientation will cover benefits, necessary paperwork, PMP's, leave, time entry and many other pertinent topics.

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 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 log on to the system.
- Be introduced to team members.
- Receive an invitation to meet the CIO and COO
- Receive an invitation to the next Leadership meeting to be introduced to the Leadership team (held every two weeks)
- Fill out your new hire paperwork.
- Receive your OMES/ISD access badge when you attend the ISD Data Center Tour, which is held every Wednesday at 2PM.
- Receive an invitation to the 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/ISD provides its staff with the appropriate office supplies.

For the ISD 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 – please refer to your supervisor for the location of the office supply room.

BADGE PROCEDURES

All employees are to wear their employee ID and keep it visible at all times. Employees working in the ISD Data Center are required to scan their badges anytime they enter or leave the building. It is the responsibility of all ISD 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 get with the front desk to 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 procedures are individualized to each division. You should contact your immediate supervisor for the proper procedure for time entry. OMES/ISD 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 or no 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

PC 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.

ISD 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

On this website you will find the definitions and duties for many of the OMES/ISD positions. Eclipse also has many of the templates and forms used in ISD 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

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

PERFORMANCE EVALUATIONS

OMES/ISD 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 you with your IT issues and requests. The OMES/ISD Service Desk can be contacted by various methods. The main phone numbers are 1-405-521-2444 or 1-866-521-2444. Initially you will need to call the Service Desk to get your CRM self-service password. Once you receive this, you may enter a ticket through the CRM self-service system by going to <https://helpdesk.ok.gov/psp/OSF/> or by emailing servicedesk@omes.ok.gov. Self-service allows you to track the progress of your issue.

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/ISD 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. Merely put a check mark by those you are interested in and you will receive regular updates on those topics as they are made available.

Oklahoma
**OFFICE OF MANAGEMENT &
ENTERPRISE SERVICES**

OK.GOV

Email Updates

To sign up for updates or to access your subscriber preferences, please enter your contact information below.

Subscription Type

***Email Address**

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, conditional 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 Human Resources Administrator.

Designated “essential” employees are required to report to or remain at work regardless of inclement weather.

Administrative time will accrue for staff designated as “essential” when state offices close due to extenuating circumstances, such as inclement weather. “Essential” staff will accrue administrative time for each hour worked during the time the state offices are closed, up to 8 hours per day.

Confidentiality

Due to the nature of our work, ISD 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 ISD Datacenter – 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.



As previously mentioned, OMES/ISD employees get paid bi-weekly. This means that your first pay check will arrive two weeks after the end of your first pay period. From that point forward, you will get paid every other week. If the regularly scheduled payday falls on a holiday, then payday will be on the last business day before the weekend or holiday. Any further questions can be directed to either your supervisor or your HR representative.



OMES will not tolerate misconduct. Go to the following website to access our Code of Ethics.

<https://www.ok.gov/OSF/documents/HRP&PCodeOfEthics.pdf>

DRESS CODE

Employees shall practice good personal hygiene, select attire that is clean and in good repair, and present a professional image. Management may make exceptions for special occasions and will work with Human Resources to determine whether attire is unprofessional on a case-by-case basis.

<http://www.ok.gov/OSF/documents/HRP&PDressCode.pdf>

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.

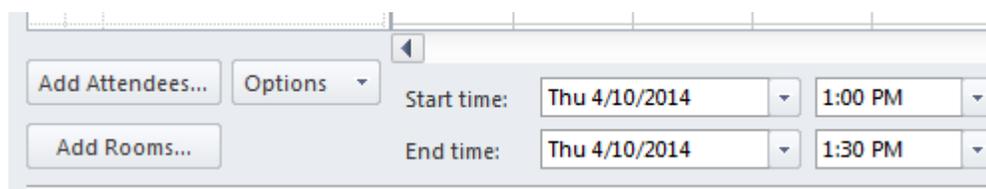
You can watch a video of how to establish a signature line for your email by going to the Eclipse website at <http://eclipse.omes.ok.gov/> and accessing the following folders:

Roles <All-Roles <Any Role <Guidance. In the Guidance folder, click [Adding a Signature Line to Your Email](#).

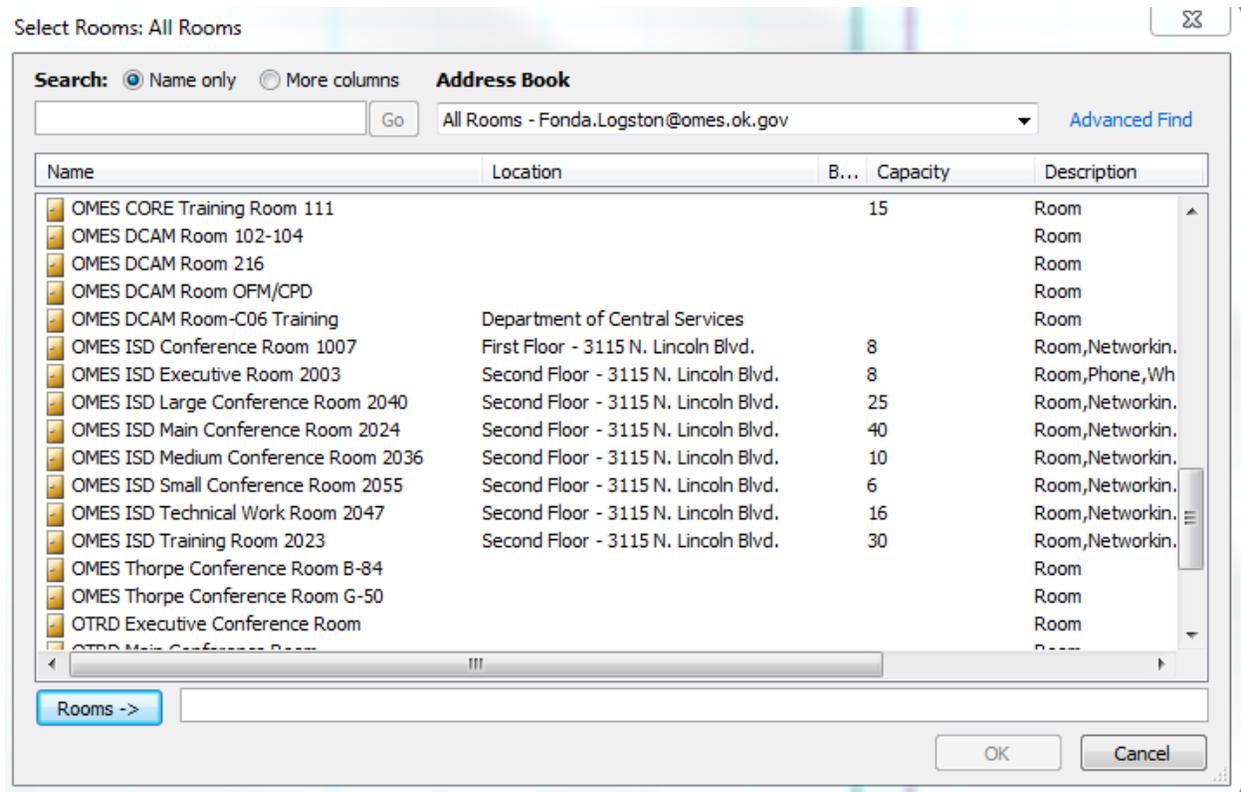
SCHEDULING CONFERENCE ROOMS

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

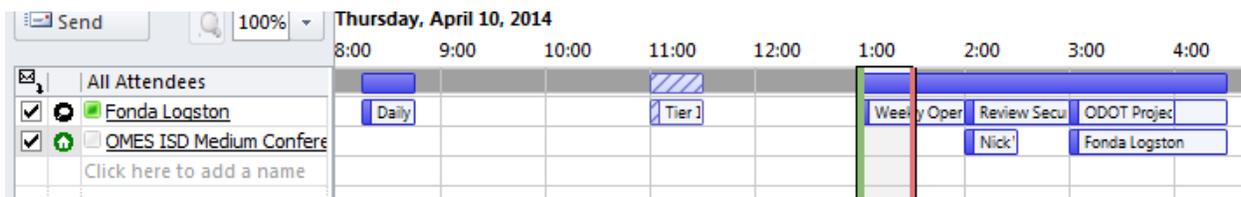
Conference Rooms are listed on the Microsoft Outlook Directory. With Outlook open, go to your calendar. Click **New Appointment** in the top left corner of the screen. Next, click **Scheduling Assistant** at the top. Then click **Add Rooms** in the bottom left corner.



OMES/ISD 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 tell 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.

TOBACCO POLICY

All state office buildings and state property are tobacco-free. Please refer to the OMES/ISD Tobacco Free Environment Policy.

<http://ok.gov/OSF/documents/HRP&PTobaccoFreeEnvironment.pdf>

INSURANCE

New employee insurance coverage will begin on the first day of the month following your hire date. There are various health, dental, vision, life and disability coverage options available. For detailed information on providers, cost and coverage, access the following websites:

<http://www.ebc.state.ok.us/Benefits>

EMPLOYEE ASSISTANCE PROGRAM

The State of Oklahoma offers an Employee Assistance Program to help individuals deal with personal or work challenges impacting their quality of life. EAP provides confidential, professional counseling and help. You can call for assistance any time you need counseling and support.

http://www.ok.gov/opm/HR_and_Employee_Services/EAP/

STATE HOLIDAYS

For a listing of official state holidays, visit the following website:

http://www.ok.gov/opm/HR_and_Employee_Services/Holidays.html

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.

OFFICE LOCATIONS

The **ISD 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 ISD 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.

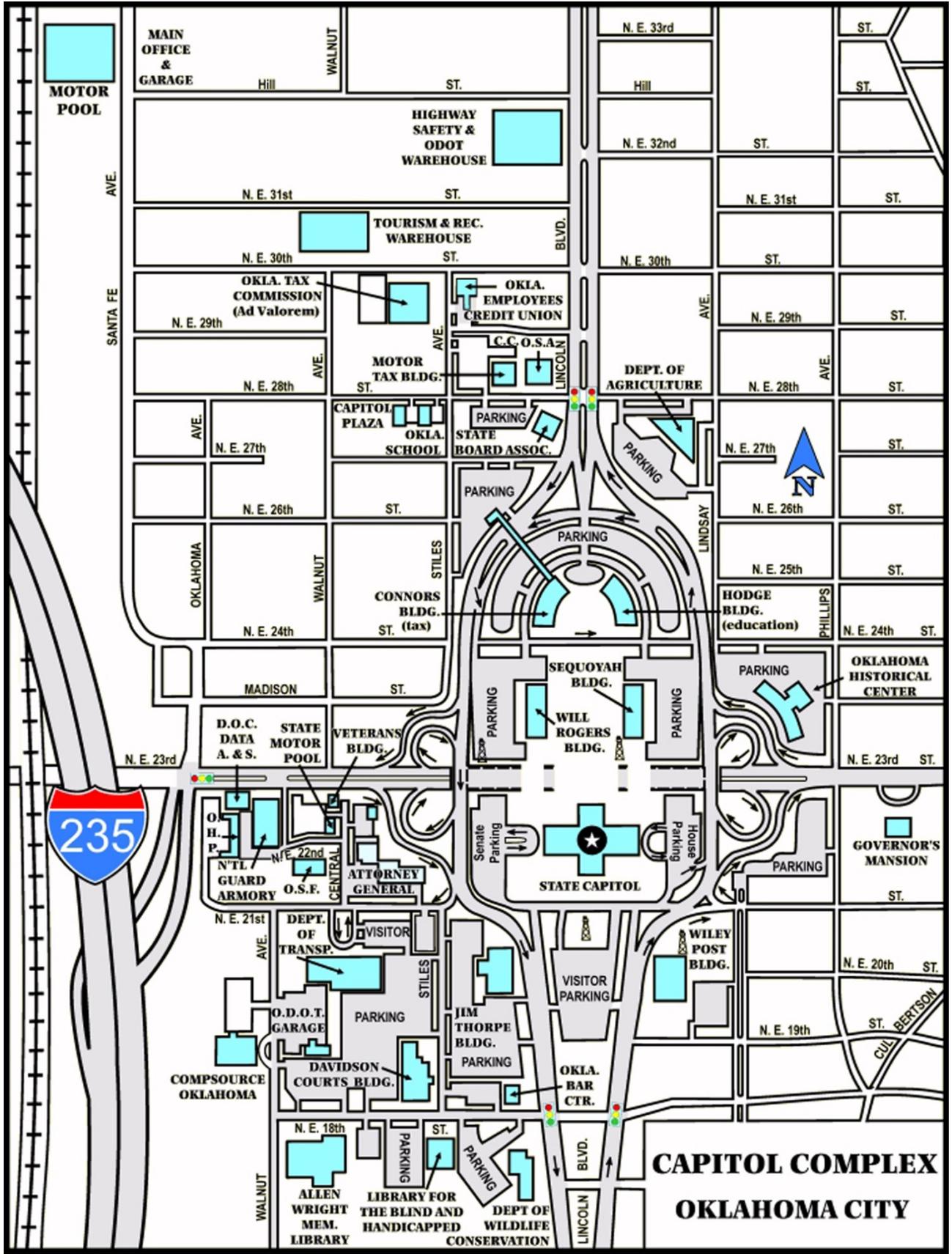
Data Services Division (DSD) – 1110 N.E. 12th St. – ISD Staff that support OKDHS staff are located in this building.

Hodge Building – 2500 N. Lincoln Blvd. – Education state administrative offices and ISD 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.

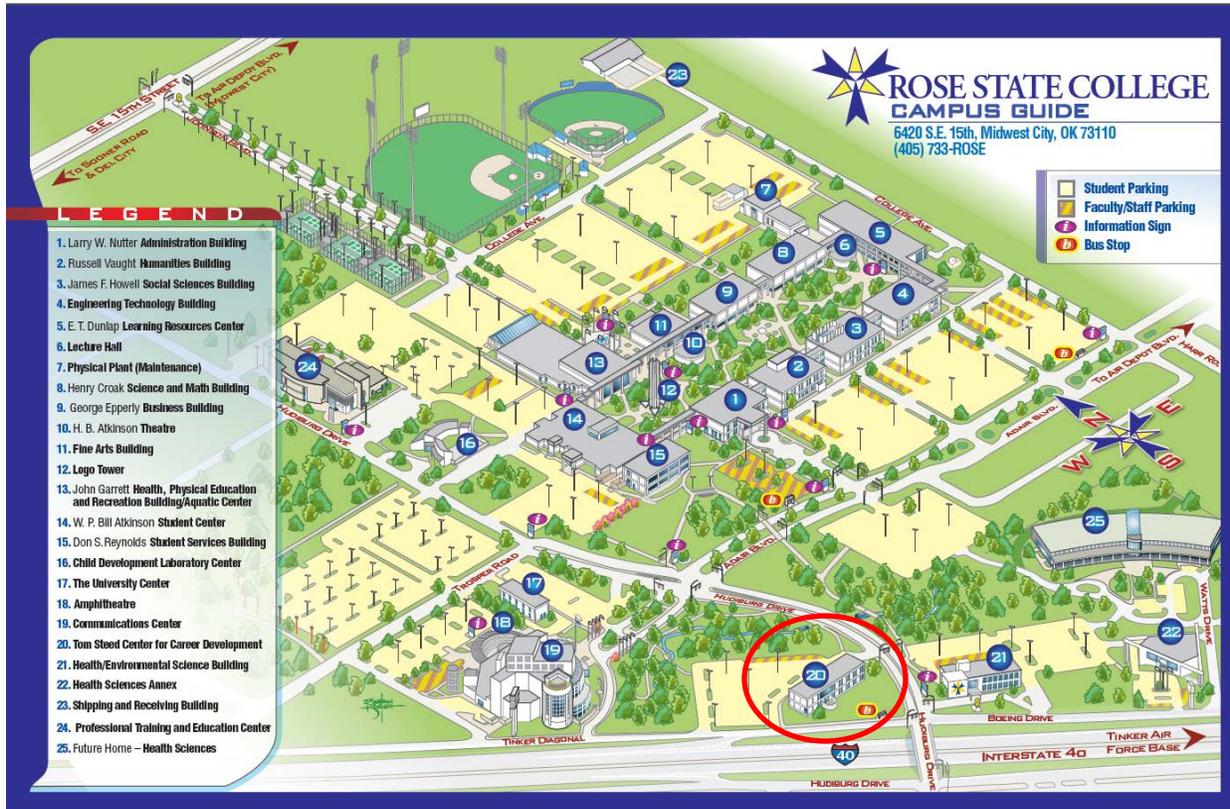
Jim Thorpe Building – 2101 N. Lincoln Blvd. – OMES Human Capital Management offices are located in this building. It is the building southwest of the Capitol. Visitor parking is located on the west side of the building.

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

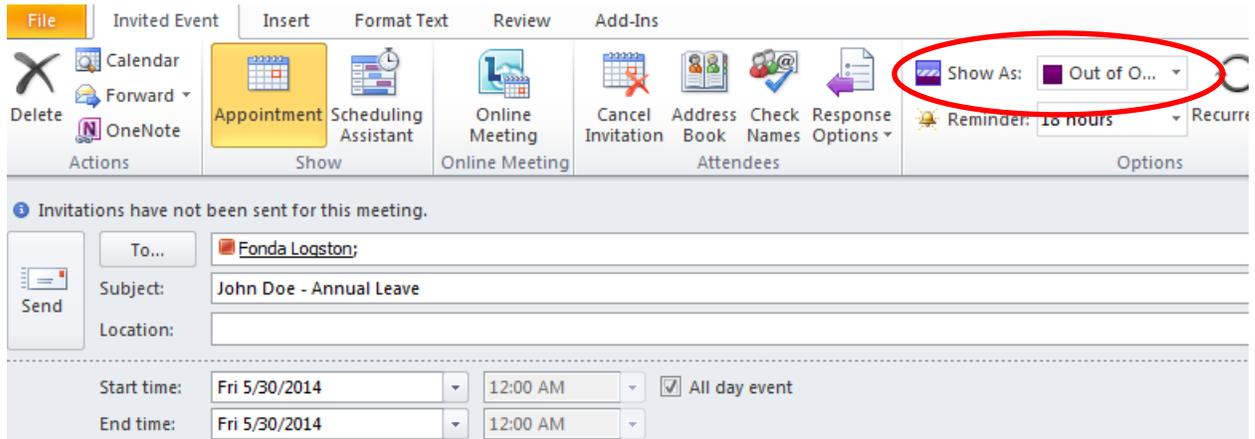
Please consult with your supervisor for your specific office hours. Depending on the needs of your unit, flextime and/or a 4-day work week may be available.

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” drop down menu.



- Your supervisor will either approve or reject the request giving you a reason in the response.
- In addition to the New Meeting, you will need to create another meeting or appointment without inviting anyone else, and show time as “Out of Office”, so your calendar will show you are unavailable.

PHONES

All ISD 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/ISD 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.

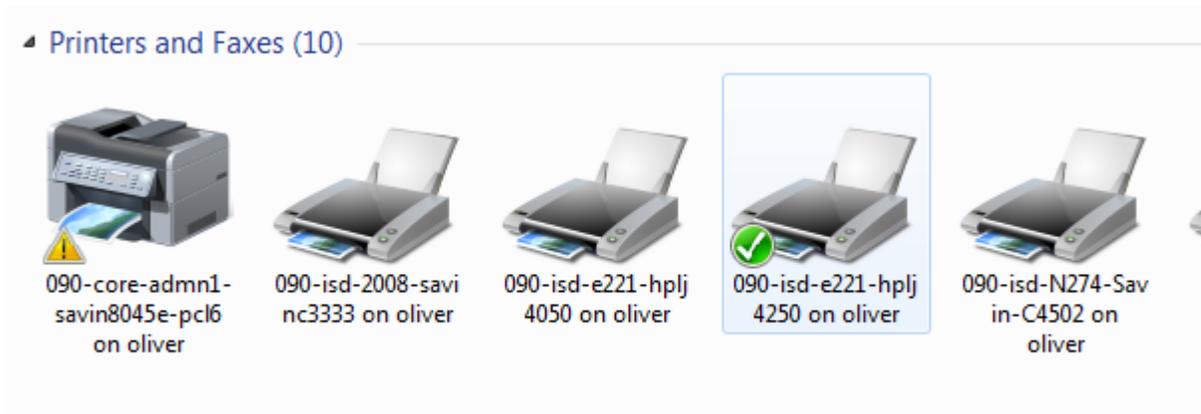
You are also encouraged to enroll in the HRDS classes available from OMES HRDS. Go to http://www.ok.gov/opm/HR_and_Employee_Services/Training/HRDS_Workshop_Information.html and select the **Training Schedule** Link to find the current list of classes available. If you

are interested in attending any of the classes, please discuss this with your supervisor prior to enrolling.

ISD PRINTERS

Your PC 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 [\oliver](#) 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.

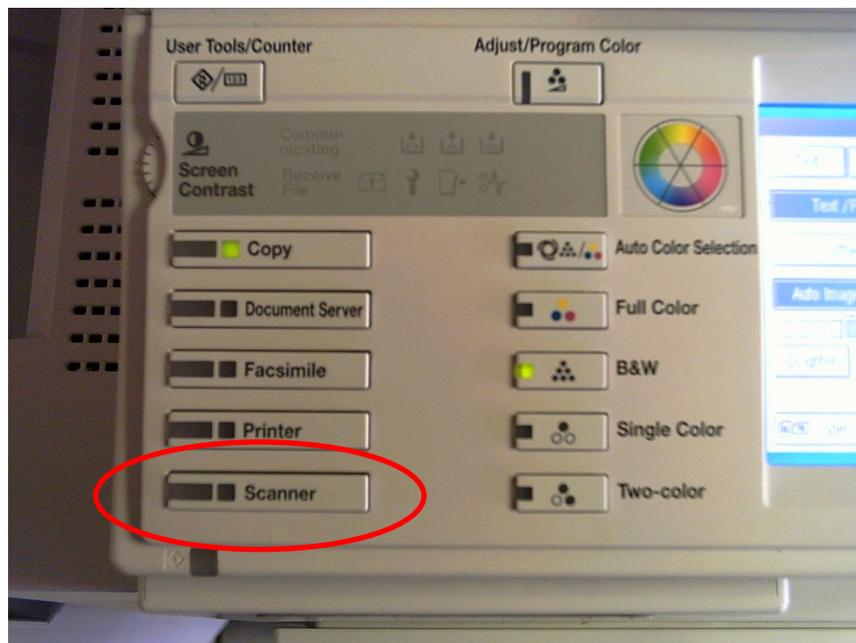
SCAN TO FOLDER

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.



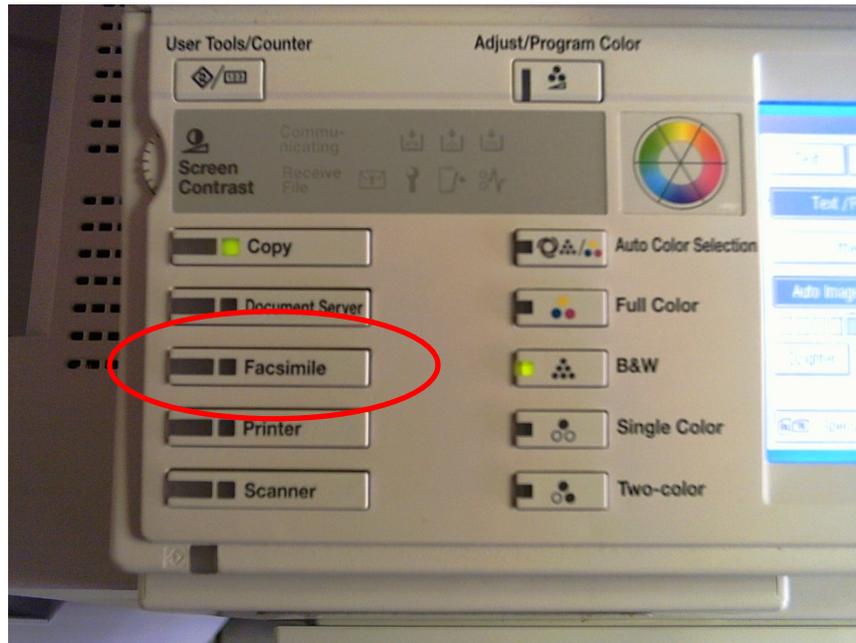
4/24/2014 11:12 AM File folder

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.



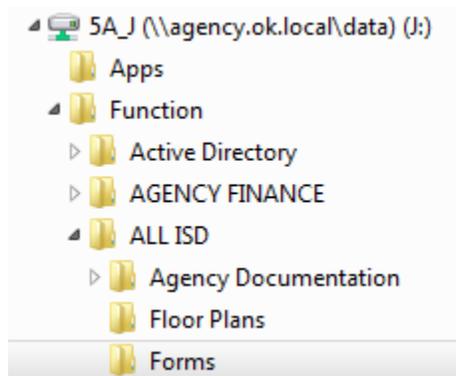
FAXING

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 on the J:Drive <Function <ALL ISD <Forms.



HIPAA PRIVACY TRAINING

The federal Health Insurance Portability and Accountability Act (HIPAA) of 1996 was put in place to make it easier for people to keep health insurance, protect the confidentiality and security of healthcare information and help the healthcare industry control administrative costs.

Follow these instructions to register and take the HIPAA Privacy training course:

1. Go to <http://www.oklms.org>.
2. Click **New User Registration** and then click **Continue**.
3. Click the second option (I work as a provider/contractor...) and then click **Continue**.
4. In the top drop down menu, select **Oklahoma State Education Employees Group Insurance Board (OSEEGIB)**. Then click **Continue**.
5. Fill in your user information. For Employer, enter "**OSF**". Use your work email as your User ID and create a password. When each box has been filled in, click **Continue**.
6. You will then log in using your User ID and Password.
7. Once you are logged in, click **Online Courses** from the top menu.
8. Under Required Training, click **HIPAA Privacy** to launch that course.

It may take several hours to complete the entire course. The course will save your progress if you need to complete the training in separate portions. Be sure to save your User ID and password to complete the course at a later time.

SECURITY AWARENESS TRAINING

All OMES 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.

DISCOUNTED PRODUCTS/SERVICES FOR STATE EMPLOYEES

As a state employee, there are a number of benefits available to you.

Microsoft Office Discounts

You are eligible to participate in Microsoft's Software Assurance Home Use Program (HUP). This program enables you to purchase a licensed copy of Microsoft® Office Suite for your home computer. You may continue using HUP software while you are under our employment and as long as the corresponding software you use at work has active Software Assurance coverage.

To access the Microsoft Home Use Program Web site:

1. Go to <http://hup.microsoft.com/>.
2. Select the country where you want your order shipped to and choose the language for viewing the order website.
3. Enter your corporate e-mail address and insert the following program code **DD66E4E090**.

Note: This program code is assigned to our organization for our sole use in accessing this site. You may not share this number with anyone outside our organization.

4. Place your order online and it will be shipped to the location you have chosen. Please note that a fulfillment fee will be charged to cover packaging, shipping, and handling costs.

Mobile Phone Discounts

- AT&T

State of Oklahoma Employees can save 17% on qualified wireless services.

<https://www.wireless.att.com/business/enrollment/>

- T-Mobile

<http://www.t-mobile.com/corpdiscout>

- Verizon

- Up to 18% off the monthly access fee on qualifying voice plans of \$34.99 or higher.
- Up to 25% off accessories.

<http://www.verizonwireless.com/b2c/employee/emaildomainauthentication.jsp>

PC Vendor Discounts

- Apple Store Discounts:

- Receive 4%–17% off Apple products.
- Free standard shipping on all orders more than \$50.

http://store.apple.com/us_epp_5000280?target=eppstore/oklahoma

- HP

http://hp.force.com/external/state_of_ok?jumpid=re_r329_hpdirect_hho