



# Organizational Evolution

## OMES IS Vision

We are one, unified state IT resource – promoting collaboration, innovation, and operational excellence while striving to provide quality services and become trusted advisors through strategic alliances and by contributing to the development of a more effective government for our citizens.

## OMES IS Mission/Goals

To partner with Oklahoma State Agencies and Affiliates to deliver quality, cost-effective and secure information technology services.

- Drive Business Innovation Through Technology
- Promote Collaboration Across State Entities
- Utilize All Government Resources Effectively and Efficiently

## 11 OMES IS Service Teams

Security Operations – Daniel Hanttula	Service Quality – John Santos
Technology Strategy – Sarjoo Shah	Public Safety and Defense – Ben Gherezgiher
Client Experience – Sunni Bolt	IT Unification and Platform/Product Services – Kathryn Henson
Technology Services – Dustin Crossfield	Enterprise Programs – Fonda Logston
Data-Driven Services – Patsy Leisering	Application Services
External Relations and Strategic Ventures – Brian Berglan	

The service teams were created to:

- Align with OMES mission
- Address current issues
- Be consistent with civic advantage study
- Take advantage of OMES consolidated divisions
- Have demonstrated success in other states
- Reflect industry best practices
- Align IT services with agency strategic goals

## 13 Job Families

The realigned working titles will now be used to create career ladders within each job family based on experience, education and current job duties.

Why did we create 13 job families and less than 100 working titles?

- Analysis and meaningful comparison against market statistics
- Compensation comparison
- Experience and education comparison
- Clear and consistent career ladders for training and management
- Common job duties and goals

This structure will help us handle:

- Transition of knowledge transfer
- Improved recruitment
- Improved compensation levels and career ladders



## Next Steps

- Create transition plans
- Post new positions internally
- A personalized letter for each OMES IS employee
  - Assigned IT service team
  - Job family
  - Working title
- 11 IT Service Team meetings
  - All OMES IS employees will be able to meet with other team members and communicate with the IT director and HCM staff.

## New Roles

Three new roles from the structural evolution to help you with OMES IS services:

***NOTE:** Some agencies may already have someone in one of these roles such as an IT director. We are not taking staff away. In most cases we are giving you more staff.*

### Agency IT Strategist

This position will typically reside at an agency location for large agencies. Other agencies will be assigned an IT Strategist from the OMES IS office. Primary duties/functions are:

- Provide technological guidance within an agency.
- **Manage the day-to-day operations** of the IT department including directing staff who support IT functions.
- Consult with agency administration to discuss new approaches and equipment/system changes.
- Assess and anticipate technology projects and recommend appropriate action and resources.
- Establish and direct strategic and tactical goals, policies, and procedures for the IT department as related to the representing agency business.

### Technical Account Manager (TAM)

This is the point of contact for **day-to-day service issues**, help desk cases, outages, and etc. Primary duties/functions are:

- Serves as the contact point to elevate cases, break/fix incidents and for customer issues that require IT services.
- Attends OMES IS operational meetings to advocate for the customer and end users.
- Consults with IT service owners regarding outstanding tickets/requests and IT needs of partners.
- Coordinates the communication of completed and in-progress cases to the IT Strategist, partners and senior management.

### Account Executive

Serves as the agency advocate by developing and maintaining relationships with executive leadership and ensuring the services provided align with agency goals. Primary duties/functions are:

- **Primary contact for all OMES IS business related needs including but not limited to service catalog offerings, billing, MSA, invoicing and IT procurement.**
- Works with TAM and IT Strategist to identify services and products to meet agency needs.
- Works with IT Partnership Services (ITPS) to ensure that all OMES IS services are added to the MSA and billed accordingly.
- Assists TAM, IT Strategist, and agency with IT procurement by identifying approved vendors or contracts for services/products as well as the RFP process and ePro requests.
- Works with ITPS to communicate and resolve any invoice or billing discrepancies for the agency, OMES IS service owners and/or OMES IS billing.

▶ Current job duties, reporting structure and physical location will remain the same unless you are notified otherwise. Unique situations may arise. We will only make decisions that have been reviewed by appropriate stakeholders.