IS SERVICE MAP

Business Process Optimization Team
Share ideas for process improvements with this team.
Business Process Optimization Team Chief Administrative Officer
Lauren Kelliher · 405-522-8085 · lauren.kelliher@omes.ok.gov

INFORMATION SERVICES IS ONE, UNIFIED STATE IT RESOURCE PROVIDING SHARED TECHNOLOGY RESOURCES AND SERVICES TO ALL STATE AGENCIES.

Level 1: Contact the OMES Service Desk by one of the methods below

Support Portal
Visit servicedesk.ok.gov to request services, report issues and review FAQs.

Email or phone support
Local: 405-521-2444, Toll-Free: 866-521-2444
ServiceDesk@omes.ok.gov

Chat support
servicedesk.ok.gov Select live chat and type **speak with a live agent** to start a session.

Cyber Command	Customer Success	Network and Server Operations	Applications	Data	Enterprise Program Management Office	IT Operations
Safeguards the state's data and computer infrastructure against unauthorized data use, disclosure, modification, damage and loss.	Supports computers, laptops, tablets, phones and software which includes ordering and installation, troubleshooting, lifecycle management and mobile device management.	Builds and supports infrastructure for state data and applications which includes network connectivity, servers and storage, phones and call center systems, and cabling.	Builds, maintains and supports applications and web services which include citizen experience, custom apps, enterprise apps and legacy apps.	Builds and manages the State Data Platform, which includes data sharing, reporting and analytics, and data integrations.	Provides transparent reporting of all IT projects managed by OMES IS; analyzes technology needs and assesses, plans and manages solutions.	Supports disaster recovery, business continuity and incidents providing operational management for technology changes, problems and events.
Chief Information Security Officer Michael Toland michael.toland @omes.ok.gov 405-615-6372	**Senior Director Aleta Seaman** aleta.seaman @omes.ok.gov 405-248-7943	**Chief Information Offiicer Joe McIntosh** joe.mcintosh @omes.ok.gov 405-824-3793	**Deputy Director Chad Gorshing** chad.gorshing @omes.ok.gov	**Deputy Director Jessica Gateff** jessica.gateff @omes.ok.gov 214-592-7838	**Director Ernest Little** ernest.little @omes.ok.gov	**Senior Director Aleta Seaman** aleta.seaman @omes.ok.gov 405-248-7943

Level 2: Contact department management using information listed above

Level 3: Contact Chief Information Officer Joe McIntosh · joe.mcintosh@omes.ok.gov · 405-824-3793

FOR FURTHER ASSISTANCE, CONTACT YOUR OMES ACCOUNT MANAGER

Level 4: Contact OMES Deputy Director Jerry Moore · jerry.moore@omes.ok.gov · 405-522-5828