

DAS One Stop Service Portal

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Project Summary

The Department of Administrative Services (DAS), Office of Information Technology (OIT) offers several IT services to all state agencies. However, an end-user (outside of DAS-OIT) seemingly needs to understand the organizational structure to determine where to go on the webpage or who to call in the office in an attempt to find the correct contact who can speak to services provided. DAS' website displays its IT services but it is neither user-friendly nor categorized at an appropriate level. Users often miss opportunities to use DAS' services and the DAS Advertising Project was initiated to alleviate this problem. One service that is not available is a resource for properly orienting and/or training the end-user on how to successfully implement and/or integrate IT services into the workflow (e.g., SharePoint).

Project Goal

The project objective is to increase awareness of IT services offered by DAS OIT.

1. A customer-friendly service catalog (using DAS/OIT framework) will be displayed on webpage.
2. An intake form for potential customers created to align DAS OIT services with request.
3. A baseline established to measure webpage "hits". Six months after implementation of recommendations, use website counter to measure activity.

Project Outcome

- A customer-friendly service catalog.
- An intake form for potential customers.
- A small scale business services package (IT Service Bundle).
- An email ad campaign (brochure) used to increase visibility to DAS/OIT Services.

Project Benefits

DAS-OIT has various work units that can offer a multitude of beneficial services to end-users outside of IT. However, the end-user outside of IT does not currently have a single portal as a "go to" in order to ascertain whether the service they need is available, what the cost might be and/or a point of contact to discuss implementation/integration of any such service (i.e., pre-requisite software or hardware necessary prior to implementation, etc.).

Project Team

For more information about this project, contact team members

- Ben Hooker — ben.hooker@das.state.oh.us
- Nahshon Moore – nahsho.moore@jfs.ohio.gov
- Latha Rao – Latha.Rao@bwc.state.oh.us
- Jessica Schuster – Jessica.Schuster@das.state.oh.us
- Kalinda Watson – Kalinda.Watson@com.state.oh.us
- Mentor – Coach: Nelson Gonzalez

