




SERVICE MAP

Device-as-a-Service or NTT questions?
 Customer Success Manager
 Amy Max
amy.max@omes.ok.gov • 405-208-2057

We are committed to ensuring connection with OMES IS when you need help. Use the following service map for escalation tiers.

Tier 1 Contact the OMES Service Desk

	<p>Support Portal Visit servicedesk.ok.gov to request services, report issues and review FAQs. Log in to see updates on your current service requests or communicate with an assigned tech.</p>		<p>Email or Phone Support Local: 405-521-2444 Toll-Free: 866-521-2444 Email: ServiceDesk@omes.ok.gov</p>		<p>Chat Support servicedesk.ok.gov Select live chat and type speak with a live agent to start a session.</p>
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Security	Customer Success	IT Operations	Applications	Data	Administration
<p>Safeguarding and protecting state data and applications.</p> <ul style="list-style-type: none"> • Compliance. • CyberCommand. • Defense. • Incident response. 	<p>Support computers, laptops, tablets, phones and software.</p> <ul style="list-style-type: none"> • Ordering. • Installation. • Troubleshooting. • Lifecycle management. 	<p>Build and support infrastructure for state data and applications.</p> <ul style="list-style-type: none"> • Network connectivity. • Servers and storage. • Change management. • Disaster recovery and business continuity. 	<p>Build, maintain and support applications and web services.</p> <ul style="list-style-type: none"> • Citizen experience and web services. • Custom, enterprise and legacy applications. • Maintenance. 	<p>Support data integration and data standards.</p> <ul style="list-style-type: none"> • Governance • Data standards. • Data sharing and exchange. 	<p>Support administrative tasks for delivery of tech services.</p> <ul style="list-style-type: none"> • Outreach. • Training. • Legal services. • Financial services.

Tier 2 Contact Technical Account Manager or tam@omes.ok.gov

<p>Security TAM Toshawnya Clay toshawnya.clay@omes.ok.gov 405-522-0179</p>	<p>Customer Success TAM Sherri Henderson sherri.henderson@omes.ok.gov 405-664-9725</p>	<p>IT Operations TAM Judy Jackson judy.jackson@omes.ok.gov 405-249-2858</p>	<p>Applications/Data TAM Abdul Bashroun abdul.bashroun@omes.ok.gov • 405-213-9805 Deann Romine deann.romine@omes.ok.gov • 405-365-3578</p>	<p>Administration TAM Linda Haley linda.haley@omes.ok.gov 405-740-6709</p>
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Tier 3 Contact Chief Officer or Director

<p>Chief Information Security Officer Matt Singleton matt.singleton@omes.ok.gov 405-521-4804</p>	<p>Customer Success Senior Director Jason Garrett jason.garrett@omes.ok.gov 405-301-4218</p>	<p>IT Operations Senior Director 405-227-7450</p>	<p>Application & Data Services Senior Director Joe McIntosh joe.mcintosh@omes.ok.gov • 405-219-9382</p>	<p>Chief Administrative Officer Lauren Kelliher lauren.kelliher@omes.ok.gov 405-522-8085</p>
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Tier 4 Contact State Chief Information Officer

State CIO Jerry Moore
 Office: 405-522-5828 • Cell: 405-625-4853 • jerry.moore@omes.ok.gov

Tier 5 Contact Information Technology Operations Command Center (ITOCC)

Escalate to ITOCC for an agencywide emergency outage affecting multiple teams or locations.
 405-522-2444