

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

Safeguards the state's data and computer infrastructure against unauthorized data use, disclosure, modification, damage and loss.

Chief Information Security Officer
Michael Toland
michael.toland@omes.ok.gov
 405-615-6372

Customer Success

Supports computers, laptops, tablets, phones and software which includes ordering and installation, troubleshooting, lifecycle management and mobile device management.

Senior Director
Aleta Seaman
aleta.seaman@omes.ok.gov
 405-248-7943

Network and Server Operations

Builds and supports infrastructure for state data and applications which includes network connectivity, servers and storage, phones and call center systems, and cabling.

Chief Information Officer
Joe McIntosh
joe.mcintosh@omes.ok.gov
 405-824-3793

Applications

Builds, maintains and supports applications and web services which include citizen experience, custom apps, enterprise apps and legacy apps.

Deputy Director
Chad Gorshing
chad.gorshing@omes.ok.gov

Data

Builds and manages the State Data Platform, which includes data sharing, reporting and analytics, and data integrations.

Deputy Director
Jessica Gateff
jessica.gateff@omes.ok.gov
 214-592-7838

Enterprise Program Management Office

Provides transparent reporting of all IT projects managed by OMES IS; analyzes technology needs and assesses, plans and manages solutions.

Director
Julie Dostal
julie.dostal@omes.ok.gov
 904-759-4397

IT Operations

Supports disaster recovery, business continuity and incidents providing operational management for technology changes, problems and events.

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

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

Level 5: Contact OMES Executive Director John Suter · john.suter@omes.ok.gov

FOR FURTHER ASSISTANCE, CONTACT YOUR OMES ACCOUNT MANAGER