

# THE IT SUPPORT EXPRESSWAY

There are two main avenues available for agencies looking for IT Support from OMES Information Services. If it's broken, call the OMES Service Desk; that puts you in the FAST LANE. For those that need a new service or to start a new project or billing information, contact your agency-specific IT strategist and get on the IT EXPRESSWAY. And of course, if you need a bit of extra help, there's always a detour to the executive sponsor.

## IT STRATEGIST

Is the first point of contact for any new service, project or billing information. Strategists will consult directly with technical account managers, account executives and program managers. Strategists reside at large agency locations and at OMES IS for smaller agencies.

## FAST LANE

## IT SUPER EXPRESSWAY

## EXECUTIVE SPONSOR

Helps when projects or Service Desk cases need escalation. They champion an agency's needs on the biggest and most pressing cases, coordinating directly with the executive team and overcoming obstacles and resistance from within the organization.

## TECH ACCOUNT MANAGER

Assists with IT issues, Service Desk cases, outages and more. They can elevate cases, incidents and customer issues.

## ACCOUNT EXECUTIVE

Ensures IT services align with agency goals and presents OMES IS business-related solutions, including service catalog offerings, billing, master service agreements, invoicing and IT procurement, among other things.

## PROGRAM MANAGER

Oversees current and proposed projects based on operational, financial and strategic goals of an agency. They help schedule and optimize resources for IT projects.

RESOLVE INCIDENT  
SERVICE REPORTS

NEW  
SERVICES

NEW  
PROJECTS

TO GET AGENCY-SPECIFIC  
CONTACT INFORMATION,  
GO TO:

[www.ok.gov/cio/Customer\\_Portal/Partnering\\_with\\_OMES\\_Information\\_Services.html](http://www.ok.gov/cio/Customer_Portal/Partnering_with_OMES_Information_Services.html)

## OMES SERVICE DESK

If something is broken, contact the Service Desk at 405-521-HELP, 866-521-2444 or [servicedesk@omes.ok.gov](mailto:servicedesk@omes.ok.gov), 24 hours a day, seven days a week. Self-service option at [servicedesk.ok.gov](http://servicedesk.ok.gov).

## FINISH LINE

