

IS SERVICE MAP

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.

Level 2: Contact department management using information listed below.

Cyber Command

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

Workplace Services

Provides IT operations support for computers, laptops, tablets, phones and software, including ordering and installation, troubleshooting, lifecycle management, and mobile device management.

Infrastructure

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

Applications and Data

Builds and manages services for citizen experience, custom solutions, enterprise systems and legacy apps, as well as the State Data Platform.

Legacy and SaaS Operations Director
Mike Patrick
mike.patrick@omes.ok.gov

Data and AI Director
Rene Page
rene.page@omes.ok.gov

IT Enterprise Governance Department

Drives IT enterprise governance across application rationalization, architecture alignment, license management, performance oversight and disaster recovery, ensuring data governance supports consistency, compliance and strategy.

Director
Greg Lee
greg.lee@omes.ok.gov

Business Administration

Supports tech service delivery through tasks like managing annual Appendix Cs, Interagency Statements of Work, IT Asset Management, and FinOps operations.

Director
Laura McCrackan
laura.mccrackan@omes.ok.gov

Enterprise Systems

Manages and supports enterprise software for financial, supply chain and human capital management; focuses on PeopleSoft, Oracle Primavera Unifier, Workday and VNDLY platforms.

Senior Director
Ayana Wilkins
ayana.wilkins@omes.ok.gov

Chief Information Security Officer
Daniel Langley
daniel.langley@omes.ok.gov

Senior Director
Aleta Seaman
aleta.seaman@omes.ok.gov

Senior Director
Jason Nichols
jason.nichols@omes.ok.gov

Level 3: Contact Chief Information Officer Dan Cronin · dan.cronin@omes.ok.gov