



• Today • Tomorrow • Together •

To help create an OAKS organization that can effectively support the current and future business needs of the state, OAKS began operating under a managed services model on June 22, 2009. The state contracted with Accenture to serve as the managed services provider responsible for the OAKS infrastructure, data center operations, application development, application testing and application administration.

State employees retain management of the OAKS functions where significant knowledge capital and a deep understanding of state-related operations is required. This includes strategy, governance, business interfaces and other customer-facing support functions.

By late July 2009, the OAKS Service Assurance Team of state employees and its Managed Services partners relocated to the William Green Building, 30 W. Spring St., Columbus.