



SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

BOOST Progress

BOOST is progressing at full speed. We're now less than 50 business days from the launch of BOOST. Basics training continued through November and we've moved into Specifics training in December.

It's an exciting moment for SOK as we start seeing BOOST in action and get hands-on experience well before the official launch. Our End-to-End testers are also working through full scenarios in the system to ensure we have the best product for employees and customers. Teams across the agency are working together to bring the system to life and we're grateful for the commitment each of you continues to bring to BOOST.

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Leadership Update



This month's Leadership Update is brought to you by Tommy Foskin, Director of Internal Audit.

I started with Service Oklahoma (SOK) in May 2023

as the Director of Internal Audit, bringing years of state service and auditing experience with me. It's been exciting to see how much this agency has grown and how every team plays a role in serving Oklahomans better each day.

At SOK, our Audit team has two main responsibilities: internal audit functions and audits of licensed operator transactions.

On the internal audit side, we closely review processes across SOK departments to ensure we're following laws, regulations and internal policies, as well as confirming that proper internal controls are in place and being followed in the normal course of business. Our role isn't to act as the "gotcha police" or point fingers; it's about partnership. We work side-by-side with teams as we all strive toward the same mission-driven goals. We assist in recommending improvements and identifying deficiencies to promote effectiveness and efficiency for the agency.

The audits of LOs are done on various transactions by multiple groups within the department:

- ▶ **Motor Vehicle Transactional Audit** – reviews MV transactions processed by LOs.
- ▶ **Driver License Transactional Audit** – conducts audits of DL transactions processed by LOs.
- ▶ **Field Audit** – conducts audits of MV inventory at LO locations, as well as financial audits of

LOs covering various timeframes based on when they are completed. These include dates from the previous financial audit through the current one.

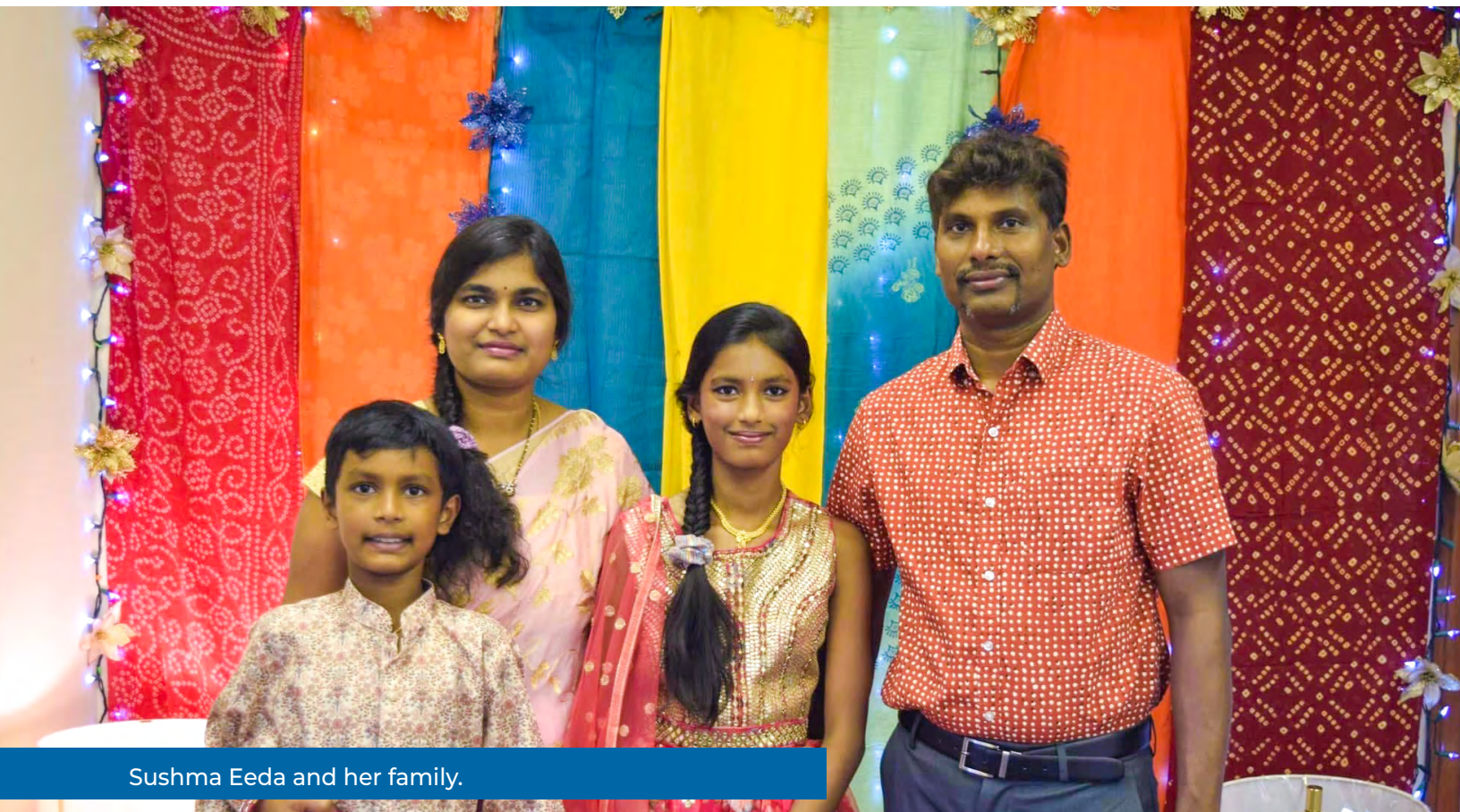
What I love most about this work is helping teams improve while ensuring accountability. We're here to help everyone succeed.

We are also looking forward to the BOOST implementation, which will bring all services we audit into one system. The BOOST system will help streamline our processes, create better reports and bring more consistency to how we review transactions across SOK. Our goal is to eventually incorporate audits of transactions at all SOK locations in our annual plan.

Our team strives to identify any deficiencies and areas of non-compliance in order to educate and improve processes. Our goal is never to catch anyone off guard or place blame, which is a typical stereotype attributed to auditing. Continuous improvement is at the heart of what we do, and I can't wait for us to reach new heights together.

Outside of work, you will find me on the golf course, working on my game. I bring the same focus, patience and strategic thinking to my leadership role that I do for the game I love. Additionally, I coordinate the Spring/Fall State Recreational Golf League (with Thrive) for the OKC area.

I'm looking forward to everything we'll accomplish together and to celebrating each milestone along the way. If you ever have questions, ideas or just want to talk through a process, please contact me at tommy.foskin@service.ok.gov. Let's keep pushing forward, learning together and making SOK stronger than ever.



Sushma Eeda and her family.

Oklahomans Helping Oklahomans

Have you caught our [social media series](#) featuring Service Oklahoma (SOK) employees? Each month we spotlight a team member who helps make government services easier to navigate. These stories highlight the people who go above and beyond to deliver a best-in-class experience and make a real difference for Oklahomans. We're proud to celebrate their impact and share the stories behind the mission.

Meet Sushma, an auditor with the Internal Audit Team. Auditors play a crucial role by conducting a wide-range of audits, including audits of licensed operators to determine statutory and procedural compliance. Sushma previously served as a

Business Support Specialist and Team Lead in the Disability Placards Department

During her time at SOK, she has helped to streamline processes, improve accuracy and reduce wait times. Sushma has also been part of the BOOST Testing Team, working to launch the new system, improve service times and develop training. Her efforts show the true power of teamwork and how we can accomplish tasks by working together.

We are proud to have Sushma on our team where her contributions make a difference.



Ed Ward as Santa with Vanessa Spaeth's dog, Snow.

Holiday Happenings

Santa at SOK!

Santa Claus stopped by the OKC-Clasen location on Saturday, Dec. 6! He brought joy and candy canes to all. Families from across the agency enjoyed free photos with Santa, festive drinks and delicious treats. It was a fun and cheerful event that brought plenty of holiday spirit. If you joined in the celebration or helped create the magic, thank you!



Tahlequah's door decoration in 2024.

Holiday Contests

Employee Engagement is hosting a **Holiday Sweater Contest** on **Friday, Dec. 19**. Whether your sweater is cozy, clever or completely over the top, we want to see it! To enter, send a photo of you in your holiday sweater to sokcommunications@service.ok.gov by 5 p.m., Friday, Dec. 19. Trophies will be awarded to the winners. Grab your favorite festive sweater and join us in making the season a little brighter!

It's time to deck the halls – literally! Our annual **Door Decorating Contest** runs from **Dec. 1 to Dec. 19** and we can't wait to see your creativity shine. Staff are invited to decorate a non-customer facing door or wall area and submit their entry to sokcommunications@service.ok.gov by 5 p.m., Friday, Dec. 19. Remember, all decorations must be applied using wall-safe tape. Please reach out to Alicia Merrick, Employee Engagement Manager, if you need tape.

Employees of the Quarter



Please join us in celebrating our Q3 Employees of the Quarter: **Andrew Polizzi, Anthony Horse, Brianna Rodgers, Rebecca L. Thompson, Rhonda Beams and Yolanda Morris!**

These outstanding team members have gone above and beyond in their roles, making a lasting impact through their hard work, dedication and service. In recognition of their efforts, each honoree will receive a \$100 bonus.

Know someone who deserves to be recognized? Submit your nominations for Employee of the Quarter!

GIVE A HIGH FIVE

SUBMIT A Q3 NOMINATION



Rhonda Beams Help Desk Lead with DL Services

Rhonda has served the State of Oklahoma for nine years and has been a key part of Service Oklahoma since she joined the agency.. She brings expertise, leadership and a pioneering spirit to projects like BOOST while always supporting her team and customers.



Anthony Horse Field Auditor with MV Services

Anthony has emerged as a standout within his first year at Service Oklahoma. His professionalism, clear communication and dedication turn complex audits into learning opportunities, supporting staff and licensed operators while fostering a positive, collaborative environment for all.

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Yolanda Morris
CDL Auditor

Yolanda has served the State of Oklahoma for 23 years and has been a cornerstone of Service Oklahoma's CDL team. Her dedication, expertise and proactive support ensure Third Party Examiners stay compliant, processes run smoothly, and both colleagues and customers receive exceptional service.



Andrew Polizzi
DLE at Bartlesville

Andrew has quickly become a standout in his first year with Service Oklahoma. Known for his positivity, professionalism and dedication, he goes above and beyond for both customers and teammates. His energy and commitment make his office a place people love to visit.



Brianna Rodgers
Central Processing Specialist with MV Services

Brianna has quickly distinguished herself within her first year at Service Oklahoma. Always positive and supportive, she steps in to help wherever needed, lifting spirits, ensuring smooth operations and keeping her team and customers on track.



Rebecca L. Thompson
Finance Manager

Rebecca has served the State of Oklahoma for four years and brought that experience and expertise with her to Service Oklahoma. She keeps the agency's finances accurate and on track, while her kindness and humor make her a trusted and valued teammate.



Virtual Holiday Potluck

Join our Virtual Holiday Potluck today! Submit your recipes throughout the holiday season by sending them to sokcommunications@service.ok.gov. Can't wait to try something new? Check out recipe submissions on the intranet.

Cranberry Candy Canes

Submitted by Emily Jeffries, Senior Communications Manager

Dough

Scald 1 cup of milk; cool to lukewarm. In a large bowl, combine 4 cups unsifted flour, 1 teaspoon salt, 1/4 cup sugar and 1 teaspoon grated lemon peel. Cut in 2 sticks of margarine until like cornmeal. Dissolve 1 package of active dry yeast in 1/4 cup of warm water. To flour mixture, add: yeast, lukewarm milk and 2 beaten eggs. Combine lightly. Cover dough lightly; refrigerate for at least two hours, or up to two days. When ready to bake your candy canes, prepare the filling.

Filling

Combine 1 1/2 cups finely chopped cranberries, 1/2 cup sugar, 1/2 cup raisins, 1/3 cup honey, 1/3 cup chopped pecans and 1 1/2 teaspoons grated orange peel in a pan. Cook over medium heat; bring to a boil and cook for about 5 minutes. Let cool.

Instructions

Divide dough in half. On a floured surface, roll out half of the dough into an 18"x15" rectangle. Spread one-half of the filling on the dough. Fold dough into a three-layer strip, 15" long. Cut dough into 15 strips.

Hold ends of each strip and twist lightly in opposite directions. Pinch ends to seal. Place on greased baking sheets. Shape the top of each strip to form a cane. Repeat with remaining dough and filling.

Bake in a hot oven (400 degrees) for 10-15 minutes or until done. Cool on wire racks. Before serving, frost with frosting or powdered sugar.



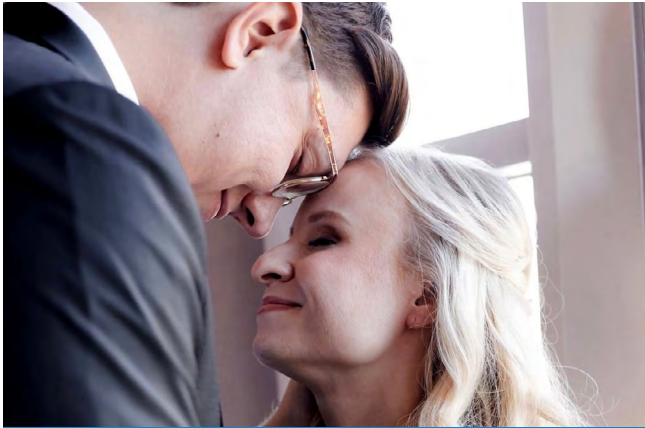
Tyler Worsham's Holiday Card from 2024.

Share Your Holiday Cheer!

We want to see your family's holiday cards! Send a digital copy to sokcommunications@service.ok.gov and we'll feature it on a [special holiday page on the intranet](#). Submissions are welcome anytime throughout the season, and we'll keep adding new cards as they come in to us.

Tell Me Something Good!

We want to celebrate with you! Submit your positive stories and photos to **Vanessa Spaeth**, Internal Communications Manager, at vanessa.spaeth@service.ok.gov.



Mason and Janelle at their wedding.

Congratulations, Mason!

Training Specialist, **Mason Maidt**, and his wife, Janelle, were married Oct. 11. After celebrating with family and friends, they spent 10 days honeymooning in Japan, exploring Tokyo and Kyoto, and enjoying incredible food.



Liberty Welch and friend.

Lights, Camera, Action!

Summer Thompson's daughter, Liberty Welch, is the producer of an independent play, which she successfully crowdfunded to produce.



BOOST Gear Shifts

BOOST is helping modernize our driver license and motor vehicle system and includes items known as Gear Shifts. Gear Shifts are specific changes to our processes, tools or services that will roll out as part of BOOST Presidents' Day Weekend 2026. Each shift represents an improvement we've identified through employee input, customer feedback and system modernization. Check out some of the Gear Shifts below and see all the Gear Shifts on the intranet [here](#).

DL10 Customer Information Confirmation

Our new process in BOOST eliminates the need for a printed DL10 containing issuance information, making credential issuance transactions more efficient for examiners and customers. Now, at the end of a credential issuance, all relevant transaction information will be displayed on a service tablet for customers to review and verify with an electronic signature. Once the transaction is complete, customers will receive their completed form in a receipt format.

BOOST Training

BOOST Training is underway and we're excited to dive in and show everyone what our BOOST experts have been working on! Oklahoma's new driver license and upgraded motor vehicle system remains on track for launch on Presidents' Day Weekend in February 2026.

On Nov. 3, anyone handling driver services took a step toward mastering the new system of record with Basics Training. This self-paced learning experience is designed to help you understand the fundamentals of BOOST through video modules and exercises.

While training can be completed at your own pace, plan for 5 to 10 hours per week; it is important to stay on track so you're prepared to begin the next training phase that launched in December.

Pro Tip: Don't let your courses pile up!

Since current MVOneLink users are already familiar with the system, they are now working through the Specifics Training. Employees who handle motor vehicle services began their training in December.

The BOOST Training Team will answer questions and offer support until go-live in February. More information on how to start trainings, login and access training support will be available soon.

Training Dates

Training includes three tiers: basics training, specifics training and application training. Below are key dates to know:

- ▶ **Basics Training for beginners:**
Nov. 3 – Nov. 28, 2025
- ▶ **Specifics Training with job specific training:**
Dec. 1, 2025 – Jan. 9, 2026
- ▶ **Application Training for everyday users:**
Jan. 12 – Feb. 13, 2026
- ▶ **Operational Support for all users after go-live:** Feb. 17 – Feb. 27, 2026

BOOST Data Verification Team

A dedicated team of Service Oklahoma employees is working full-time to compare data between the current system and BOOST. Collaborating closely with FAST, the team ensures all data is accurately transferred and ready for the planned go-live during Presidents' Day Weekend 2026. This early and thorough verification process helps minimize potential errors and supports a seamless transition into the new system next year.

We asked our Data Verification Team what they're working on and what they're most looking forward to in the future.

"Currently, we're receiving weekly imports of data to check with errors being corrected more frequently. We've made great progress in improving missing data, gathering screenshots and writing up issues. I am most looking forward to an improved user experience with less data issues, less calls to the HelpDesk and more reliability with customers receiving their credentials correctly."

- Jacob Roby, Quality Assurance Engineer

"My main focus with data verification is with suspensions, the Impaired Driver Accountability Program (IDAP) and PDLP. So far, the process has been great! The Developer Team for Data Verification is very responsive, and the goal of the entire team has been to 'make it right.' The things I am looking forward to with the new system is having a team of developers who understand the business."

- Doug Dearing, Technical Product Manager

Thank you to the data verification team: **Doug Dearing, Eric Isaacs, Gregory Gay and Jacob Roby!**

Welcome to the Team!

We're excited to welcome our newest teammates who joined us between Oct. 10 and Nov. 10. If your first day was after Nov. 10, you'll be featured in next month's newsletter.



Teneca Morgan
Part-Time DLE
I-240



Stephanie Duran
Part-time DLE
Muskogee



Carl Baker
DLE Title Consultant
OKC – Classen



Cale Duckett
MV Research Specialist
OKC - HQ



Reba Jones
Legal Support Specialist
OKC - HQ

Upcoming Anniversaries

Happy anniversary to our teammates who will be celebrating milestone anniversaries in December.

25 Years

Delbert McCurley
DLE
Chickasha

10 Years

Angela Villarreal
DLE
OKC – Classen

10 Years

Chance Bates
Training Specialist
Muskogee

5 Years

Delton Woods
DLE
Ponca City

Upcoming Retirements

Congratulations to Barbara Listen for her years of service with the state. We wish her the best in her retirement!

22 Years

Barbara Listen
Business Support Specialist
OKC – HQ



Grab some SOK Gear

The Employee Store is open the first two weeks of every month. Whether you're looking for a cozy sweatshirt or a classic polo, there's something for everyone. Extended sizes add \$2 per size.

- ▶ **Classic t-shirts** – \$9.50
- ▶ **Long-sleeve tees** – \$18.50
- ▶ **Men's and women's quarter-zip pullovers** – \$38.00
- ▶ **White and Navy Crewneck sweatshirts** – \$23.00
- ▶ **New Era Performance Polo** – \$36.00
- ▶ **Nike Golf Polo** - \$46.00
- ▶ **REAL ID t-shirts** – \$10



[BUY A SHIRT](#)

Career Opportunities

Looking to take the next step in your SOK journey? Explore current openings and find opportunities to grow your career, build new skills and take on fresh challenges within the organization.

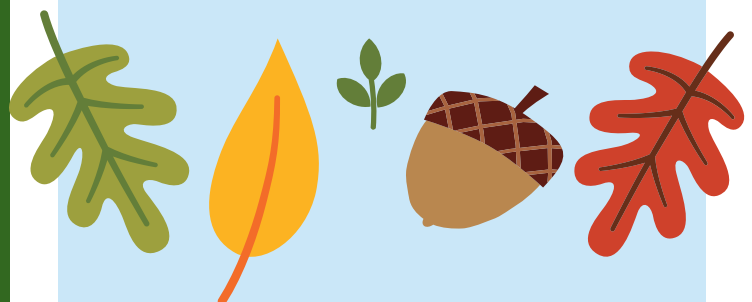
- ▶ Driver License Examiner
- ▶ MV Lien and Title Correction Specialist

[VIEW SOK JOBS](#)

2025 Holidays

These are the official state holidays when Service Oklahoma offices will be closed in 2025. Please mark your calendars and enjoy your days off!

Dec. 24, 25, & 27, 2025 Christmas





Discount Spotlight

As a state employee, you have access to a variety of perks and discounts that can make everyday moments a little brighter. With the holiday season here, it's the perfect time to take advantage of special savings for gifts or personal treats.

This month's discount spotlight hits the right note for the musicians and music lovers on your list. **Studio Gears** is offering Oklahoma state employees 15% off any musical instrument or pro audio equipment purchased through their website, plus free shipping. Use code OK15OFF at checkout to enjoy the discount.

STUDIO GEARS

ALL STATE DISCOUNTS

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