



SERVICE OKLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

BOOST Launch

Six weeks into BOOST, teams across Service Oklahoma are delivering a more consistent, efficient experience for Oklahomans statewide. This launch marked a shift to a unified system that works as designed, creating a more seamless experience across both driver license and motor vehicle services.

As expected with a launch of this scale, we've made quick adjustments along the way. These updates reflect a system that is responsive, improving in real time to better support staff and customers. BOOST has remained stable and reliable, with consistently low transaction times, allowing teams to focus on service instead of workarounds.

Thank you for the role you've each played in making this transition successful. Let's keep up the momentum.

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Leadership Update



*This month's Leadership Update comes from **Caitlin Owen**, Chief Development and Support Officer.*

I'm excited to share the launch of a new team at Service Oklahoma, the Interstate Identity and Record Services team (IIRS). This team brings together experienced staff from across the agency to work with other states to resolve potential conflicts with individual records.

As part of BOOST, we've created more consistency in how this work is handled across the system. As compliance functions have become more streamlined and accessible through driver services, some team members, including former compliance officers, have transitioned into this work to support IIRS.

At its core, IIRS helps ensure every driver has one identity and one record, no matter where they live. When someone moves into or out of Oklahoma, their driver history follows them

accurately and duplicate credentials are prevented.

While much of this work happens behind the scenes, it plays an important role in maintaining accurate records, supporting proper credentialing and strengthening identity security. It also helps us identify and resolve issues before they impact the customer experience.

Since launching, the IIRS team has been managing complex workflows, reviewing records and working with other states to keep things moving. Their experience and knowledge have been critical to getting this work up and running.

I'm especially proud of the collaboration behind this work. We partnered with peer states, learned from their approach and built a team designed to support this work long term.

The creation of IIRS reflects our continued focus on strengthening our processes and supporting customers with accurate, secure services.

This work will continue to support our teams and customers as we move forward.

Oklahomans Helping Oklahomans

Meet **Jamie Lopez**, a Driver License Examiner (DLE) Lead at our Altus location. She has been with Service Oklahoma for more than two years.

Jamie prides herself on being a trusted teammate and helping people comes naturally to her.

“I try to put Service Oklahoma values into action by being approachable and taking my time with people. I know any process can be stressful, so I focus on listening, explaining things in a way that makes sense and helping customers feel comfortable and respected.”

Jamie was recently featured in our [employee spotlight series](#) on social media. These spotlights offer a closer look at the people behind the mission and the care they bring to serving Oklahomans every day.

We are incredibly proud to have Jamie as part of our team and her actions make a real difference. She's another proud example of #OklahomansHelpingOklahomans.



Jamie Lopez, DLE Lead

Upcoming Anniversaries

Happy anniversary to our Service Oklahoma and OMES teammates who will be celebrating milestone anniversaries in April.

15 Years

Isaac George
Chief Technology Officer
OKC – HQ

10 Years

Rhonda Beams
Help Desk Lead
OKC – HQ

10 Years

Yalonda Riese
Senior Accountant
OKC – HQ

Five Years

Rebecca L. Thompson
Finance Manager
OKC – HQ

Employees of the Quarter



Let's celebrate our 2025 Q4 Employees of the Quarter: **Ernest Brock, Tammy Henson, Jennifer Humphreys, Shane Skinner, Amanda Urban and Teri Ward.**

These outstanding teammates have gone above and beyond in their roles, making a lasting impact through their hard work, commitment to our core values and the positive influence they bring to those around them. Each honoree will receive a \$100 bonus in recognition of their efforts.

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

SUBMIT A Q1 NOMINATION



Ernest Brock
Driver License Examiner Lead at Muskogee

Ernest Brock began his journey with the State of Oklahoma more than six years ago. He leads by example and doesn't hesitate to support all of those around him. Ernest has maintained a positive, can-do attitude and will exhaust his abilities to meet our mission. He is the definition of a servant leader and is well respected by his team.



Tammy Henson
Business Support Services Supervisor

Tammy Henson has served the State of Oklahoma for more than eight years. Known for her bubbly personality and warm smile, she has made a tremendous impact on her teammates at Service Oklahoma. Tammy has done an exceptional job of juggling the different areas of the Business Support Services department, taking each curveball with grace and gusto. Being kind, considerate, humble and lighthearted, Tammy has exemplified Service Oklahoma's core values.

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Jennifer Humphreys
Drive School Examiner

Jennifer Humphreys has served the State of Oklahoma for more than 14 years. She has earned the respect and confidence of both teammates and external partners by fostering open communication and a collaborative environment. Her proactive support, reliability and teamwork significantly enhance the effectiveness and reach of the training and auditing program. She completes tasks with a smile, reflecting a level of performance that far exceeds expectations as a trusted teammate.



Shane Skinner
Legal Support Specialist

Shane Skinner has been with the State of Oklahoma for more than two years and is truly an asset to his teammates. He is eager and willing to volunteer for additional tasks; he is proud to share ideas to better the Administrative Services department and is always upbeat, friendly and pleasant. All of these qualities make Shane a valuable part of the Service Oklahoma team.



Amanda Urban
Motor Vehicle Processing Lead

Amanda Urban has served Oklahomans for more than 11 years through the State of Oklahoma and is an invaluable resource for the Service Oklahoma Motor Vehicle team. She also played a key role in testing the recently launched BOOST system, ensuring issues were resolved prior to go-live to help facilitate a smooth transition for both the team and our customers. Amanda is the definition of a trusted teammate.



Teri Ward
CDL Examiner at Oklahoma City CDL Drive Testing

Teri Ward has served the State of Oklahoma for more than 17 years and has become an integral part of the Service Oklahoma CDL team. Teri goes above and beyond to ensure new employees get best-in-class information in CDL skills testing. Her reliability, professionalism and genuine care for people speaks to her upstanding character. Teri's wealth of knowledge and experience make her a shining example of each of Service Oklahoma's core values.

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.



A license plate designed and submitted by a student.



Elizabeth holds her new grandbaby.

Kids across the USA learn about our services!

Students across the nation are learning about Oklahoma in their classes and have shared their learning with Service Oklahoma by sending letters and license plate drawings for our state.

Welcome To the Family!

Elizabeth Logan, Director of Communications, and her husband recently welcomed a new grandbaby to the family. Congrats to the Logan family on their new bundle of joy!



Congratulations
**CHRISTOPHER
HOUSEKNECHT**
Thank you for being a PARTNER



Christopher's custom Service Oklahoma character.

A Creative Win from the PARTner Pause Program

The Training team recently launched the PARTner Pause Program in Workday, a short self-guided training filled with fun activities and a chance to meet training mascot Wally Watt. Congratulations to raffle winner **Christopher Houseknecht**, who received a custom Service Oklahoma character created by **Magan Preas**. Be sure to check out future training videos to see where Christopher's character might make an appearance.

Welcome to the Team!

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



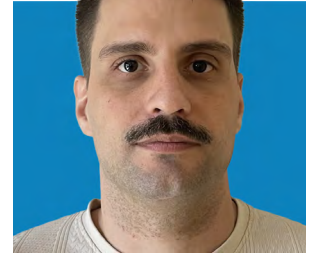
Harrison Wood
DLE
Durant



Jolisa Taylor
DLE (Part Time)
Edmond



Jerry Ferguson
DLE (Part Time)
McAlester



Michael Radosevich
DLE (Part Time)
Muskogee



Alec Fraser
Assistant General
Counsel
OKC - HQ



Andre Hakun
Central Processing
Specialist
OKC - HQ



Jennifer Goodall
Title Branding and
Verification Specialist
OKC - HQ



Shela Davis
HR Recruitment &
Onboarding Specialist
OKC - HQ



Stefani Cillessen
Attorney I
OKC - HQ



Robert Graddy
DLE (Part Time)
Tulsa - The Farm



Lisa Orozco
DLE (Part Time)
Tulsa West



Employee Store

The Employee Store will open on April 1 and remain available for two weeks. We encourage everyone to take advantage of this opportunity during that time. Once the store closes, orders will begin processing approximately one week later. Delivery is typically expected within 2-3 weeks after the store has closed. If you have any questions about your order or need assistance at any point, please don't hesitate to reach out to the Facilities team SOKFacilities@service.ok.gov.

- ▶ **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** – \$10.00

BOOST Shirt Prices

Long Sleeve – 2 color pocket print

- ▶ S-XL – \$15.00
- ▶ 2X – \$17.00
- ▶ 3X – \$19.00
- ▶ 4X-6X – \$21.00

Short Sleeve – 2 color pocket print

- ▶ S-XL – \$10.00
- ▶ 2X – \$12.00
- ▶ 3X – \$14.00
- ▶ 4X-6X – \$16.00

VISIT THE STORE

Career Opportunities

Looking for a new opportunity within Service Oklahoma or know someone who would be a good fit? Explore current openings to take on different responsibilities, develop your skills or continue making an impact in your role.

Browse job openings:

- ▶ Part-Time Driver License Examiner
- ▶ Driver License Examiner

BROWSE JOBS

2026 Holidays

These are the official state holidays when Service Oklahoma offices will be closed in 2026. Please mark your calendars and enjoy your days off!

- May 25 Memorial Day
- July 3 Independence Day
- Sept. 7 Labor Day
- Nov. 11 Veterans Day
- Nov. 26 & 27 Thanksgiving
- Dec. 24 & 25 Christmas



Discount Spotlight

As a state employee, you have access to a variety of discounts that make it easier to enjoy the best of Oklahoma. As a valued partner of the **National Cowboy & Western Heritage Museum**, Service Oklahoma employees are eligible for exclusive discounts on museum memberships.

The museum is the nation's leading institution for Western history, art and culture, offering engaging exhibits alongside exciting family-friendly events throughout the year. Membership also includes access to free family programming and discounts on special events, making it a great way to explore something new while spending quality time together.

Discount details:

Use promo code OSMA2025 when purchasing online to receive discounted membership pricing:

- ▶ Dual: \$60 (regularly \$75)
- ▶ Family (4): \$100 (regularly \$125)
- ▶ Family (6): \$120 (regularly \$150)
- ▶ All-Inclusive: \$220 (regularly \$275)
- ▶ Museum & Rodeo Historical Society (Family + Rodeo): \$132 (regularly \$165)

Whether you're a longtime Oklahoman or new to the area, this is a great opportunity to experience Oklahoma.

NATIONAL COWBOY MUSEUM

ALL STATE DISCOUNTS

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