

AHS Pilot - Communication to affected End users

10/7/13

AHS Roll-out of LANDesk – Your new Automated User Account Request Process

The Department of Information and Innovation (DII) and the Agency of Human Services (AHS) have partnered to implement a single Helpdesk ticketing software (LANDesk). LANDesk will eventually replace TrackIT, your current method of submitting all helpdesk tickets.

In order to minimize the impact to users, a decision has been made to roll out ONLY the ability to submit *user account requests*. All other helpdesk tickets will continue to be submitted via TrackIT. For instance, if there is a new hire to State Government, an employee transfer from a department or agency, a vendor coming on board, or someone leaving your organization (employee or vendor) you will submit a ticket to LANDesk for the proper user account request. If you have a computer problem, you will continue to submit a helpdesk ticket to TrackIT. By phasing in the new account request functionality, it will give you and our technicians a chance to become more familiar with the new system and its capabilities.

Who does this affect: Any AHS user identified by business leaders as an authorized person to submit *User Account Requests*. If you are receiving this message, it is likely that you have been identified as a user account requestor and this will affect how you request accounts in the very near future.

How does this affect you: As an “*authorized account requestor*”, you will now submit a request for a new user account as well as submit changes or deletions via LANDesk. You will fill out an online form and based on the information you provide, an account will be created by the appropriate technicians. You will be notified by email that your account has been created.

Training: Don't worry! We will have comprehensive training available to all users of LANDesk. We are developing our training plan now. It will most likely be in the form of Webinars as well as on-site trainings in our DII Training room, or other possible locations.

We will be putting together FAQ's and will post them on our Website.

http://dii.vermont.gov/DII_Divisions/Customer/Support/Landesk

Please direct any questions to Angela Leclerc, Service Desk Director, at

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