



Request Support Training (Users)

November, 2014

Presenter: Alice Cloud, IT Service Desk Specialist
Service Desk: 802-828-6620, Option 1



Overview

The State of Vermont uses various means for requesting IT Support. The LANDesk “Request Support” is replacing the AHS TrackIt System and the DII Footprints System.

This training will be focused on the basic steps that are needed to submit a ticket requesting support.



VERMONT

»» LANDESK

Overview

LANDesk Training Information Site provides materials that will be very helpful to review after attending this Training session:

http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk

LOGIN TO LANDESK

- Go to <https://itsupport.vermont.gov> if your domain is VSMS, TAX or AHS.
 - Your Windows login credentials will automatically pass through to LanDesk, and it should log you in automatically
- Go to <https://itsupport.vermont.gov/logon> if your domain is different from above (example LABOR, DFR). This is an explicit login.
 - Use your email address as your user name to logon to LANDesk.
- NOTE: To access LANDesk Support from a remote location, connect via VPN or Citrix first.



LANDesk Home Page

- Support Home
- Request Support
- Queries

Home

Helpful Links

- [Outlook Web Access](#)
- [Wireless & Cellular Services Info](#)
- [Mobile Device Personal Access Form](#)
- [Vermont.gov](#)
- [AHS Homepage](#)
- [DII Homepage](#)
- [Human Resources Homepage](#)

The Service Desk is open from 7:45am to 4:30pm Monday through Friday. If you are having problems logging a ticket, please call 828-6620.

My Current Activity Auto updated: 21:03

Reference Number	Summary	Request Type	Current Status	Creation Date
▸ Incident (1)				
▸ Request (1)				

Change Group Auto updated: 21:03

You are not in any groups.

Noticeboard Auto updated: 21:04

LANDesk Go-Live - December 1, 2014!!!!



1 of 1 Count: 1

Major Incidents Auto updated: 21:03

Open Entered by: **Kemp, Ser**
Incident# 98
 Created: 1:35 PM on Assigned to:

Common Dashboard Status Definitions

- **Open** – The incident/request has been created and is waiting for an analyst to be assigned.
- **In Progress** – an analyst is assigned and working on the issue.
- **With Customer** – the analyst has asked for more information; the ticket is waiting for a reply or note from the requestor.
- **With 3rd Party** – ticket is waiting for an outside vendor or 3rd party to complete some work before analyst can finish with the ticket.

Request Support

New Incident

Save and close Save Cancel

User Details -- Fields marked with an * are Mandatory. (Mandatory fields subject to change based on information entered.)

Choose Name if you are submitting for another user:

Email Address:

* Phone Number:

* Physical Location:

* Department:

Incident Details -- Fields marked with an * are Mandatory. (Mandatory fields subject to change based on information entered.)

* Summary:

* Details:

Attachment: Browse...



Save & Close, Save or Cancel

When finished with the form, the requestor will have the following options;



Cancel – Cancels the form and no information will be saved that may have been typed.

Save – Saves information and submits the form but will not exit the form so it will be in a “locked” status until you either ‘save and close’ or ‘cancel’ out of the saved ticket.

Save and Close – Submit the ticket by clicking Save and Close. This will close out the form after it submits the ticket showing that it was logged. Click Continue to get back to your homepage dashboard.

Actions after Submission

You will receive an email referencing the ticket number once the ticket has been assigned.

- ❖ **NOTE:** If you submitted the ticket for another user, the user will receive the email from LANDesk, and the ticket will show up on their dashboard – not yours. They will be responsible for working with the analyst in regards to the submitted request for support.



Interaction via email:

The requestor can reply to the email at any time and it will be added to the “notes” section of the request.

Request Incidents				Notifications		Assignments		Notes		Closures	
#	▲	Text		By		Created					
1		Please attach request form with approvals		Provost, Jonathan		10/28/2014 13:48:11					
2		yes		Test-Requestor		10/28/2014 13:51:57					

Email subject line

Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the request. Any changes made to the subject line may result in a lost email response.

Add a CC Recipient

Add an Attachment

Save and close Save Cancel

Actions ⌵

- ▶ Add Attachment
- ▶ Add CC Recipient
- ▶ Add Note

User Details -- Fields ma

Choose Name if you are

Assignments Escalation Points :CC Recipients: Incident History

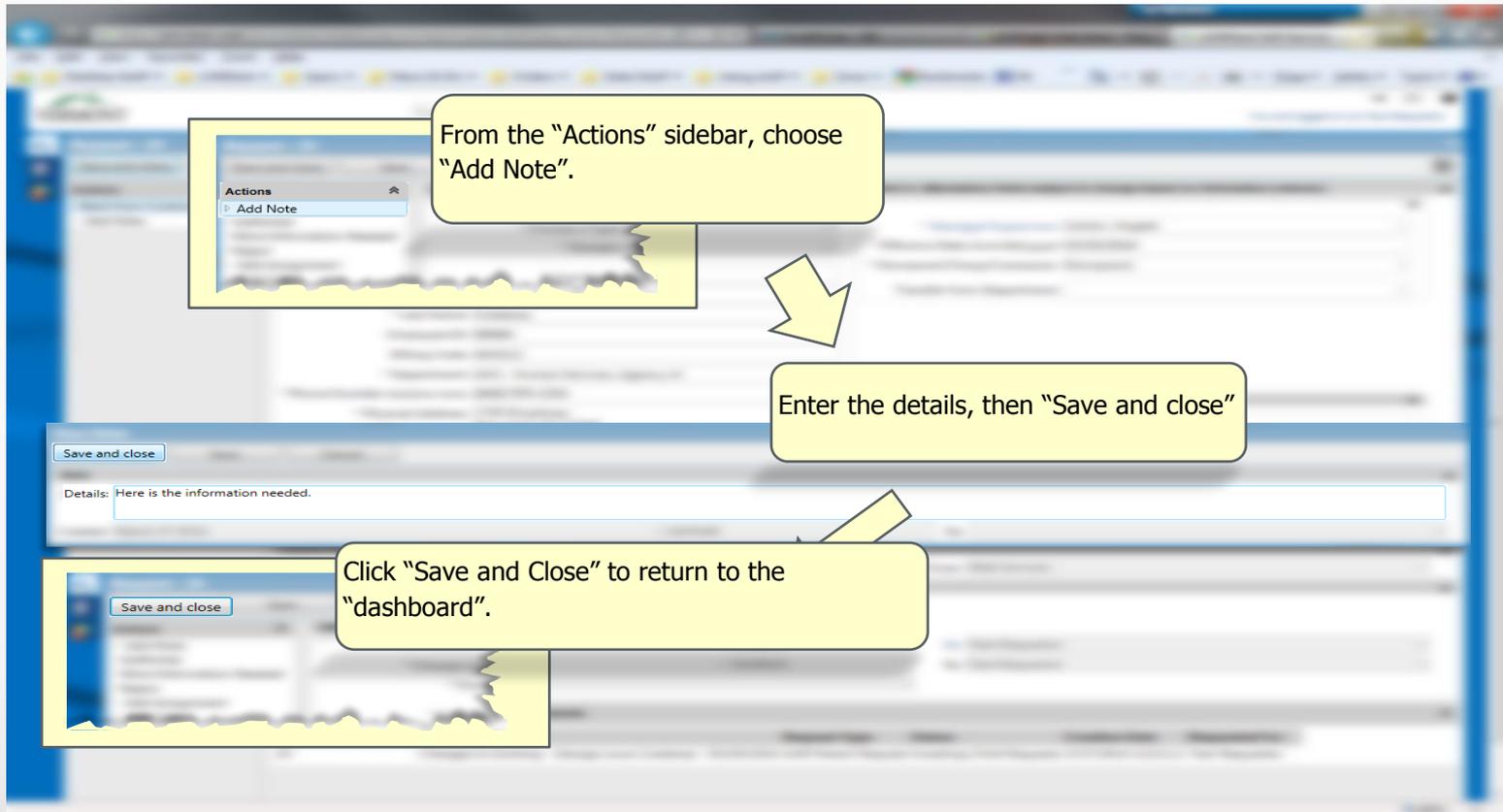
Recipient Title

alice.cloud@state.vt.us

Summary	Uploaded Date	Uploaded By
3rd attachment	11/7/2014 15:33:27	Test-End User
2nd attachment	11/7/2014 15:32:49	Test-End User

Add Note

- Perhaps to ask a question or provide further information needed to the ticket, use the "Add Note" action.



The screenshot illustrates the 'Add Note' process in the Landesk ticketing system. It features three callout boxes with yellow backgrounds and black text, connected by arrows to the corresponding UI elements:

- Top Callout:** "From the 'Actions' sidebar, choose 'Add Note'." This points to the 'Add Note' option in the 'Actions' sidebar on the left side of the interface.
- Middle Callout:** "Enter the details, then 'Save and close'". This points to a text input field labeled 'Details: Here is the information needed.' and a 'Save and close' button.
- Bottom Callout:** "Click 'Save and Close' to return to the 'dashboard'." This points to another 'Save and close' button at the bottom of the form.



More Information Needed:

An analyst may ask you for more information. You will receive an email. This will change the status of the ticket in your Dashboard to “With Customer”. This means they are awaiting for a response from you before proceeding.

The screenshot shows the LANDESK Support Home dashboard. On the left, there are navigation buttons for 'Support Home', 'Request Support', and 'Queries'. The main content area is divided into several sections:

- Home**: A header bar.
- Helpful Links**: A list of links including Outlook Web Access, Wireless & Cellular Services Info, Mobile Device Personal Access Form, Vermont.gov, AHS Homepage, DII Homepage, and Human Resources Homepage.
- My Current Activity**: A table listing tickets. The table has columns for Reference Number, Summary, Request Type, Current Status, and Creation Date. One ticket (Reference Number 59) has a status of 'With Customer', which is highlighted in yellow. An arrow points to this status.
- Change Group**: A section indicating 'You are not in any groups.'
- Noticeboard**: A section titled 'LANDESK Go-Live - Decem' with a globe icon.

At the bottom of the screenshot, there is a yellow callout box with the text: "The request will have a status of 'With Customer'".

Reference Number	Summary	Request Type	Current Status	Creation Date
▼ Incident (9)				
59	Need quote for Adobe acrobat pro	Incident	With Customer	10/28/2014 10:23:18
60	Please create	Incident	In Progress	10/28/2014 10:24:43
108	I have a vdh application incident	Incident	In Progress	10/29/2014 14:08:22
122	I have a vdh application incident	OOTB Incident	Open	10/31/2014 08:34:56
125				

The request will have a status of "With Customer".

Locked Ticket

Incident - 59

 User Test-Analyst also has Incident "59" open. You may not be able to perform certain actions.

This message indicates that the ticket is being viewed by someone else and they have it "locked" so no edits can be done. Please make sure that you "save & close" or "cancel" out of a ticket when you no longer need to be in it. DO NOT just "X" out as that will leave it locked by you.

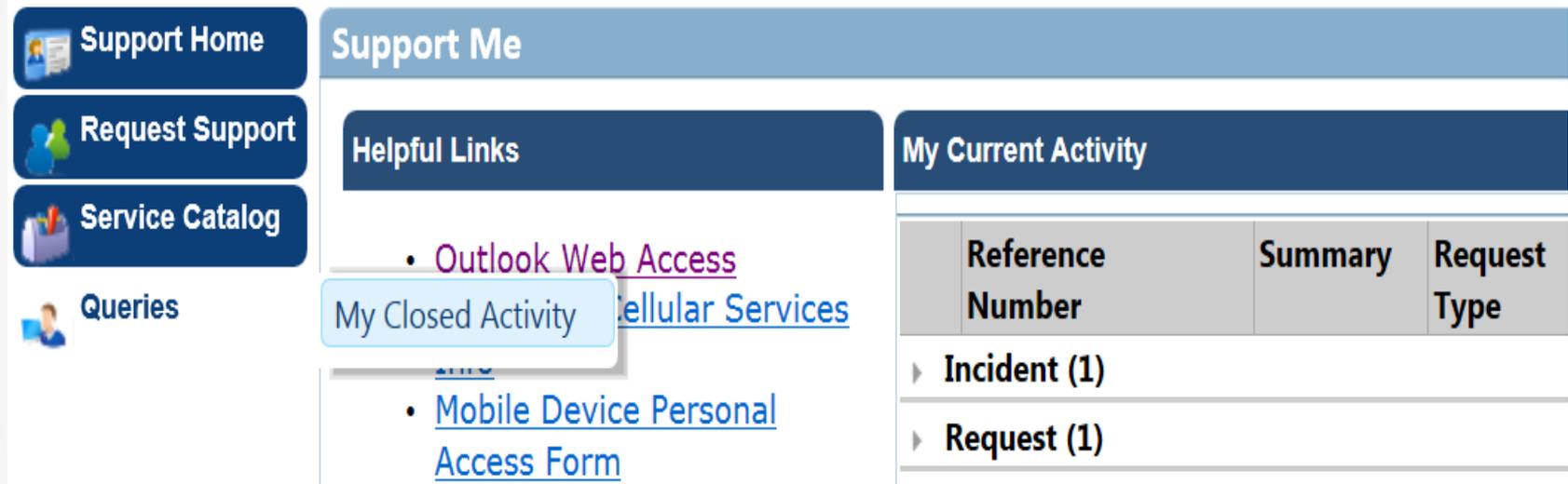
Submit a User Account Request

Walk through filling out the Request Support form



Ticket Resolution/Closure

Under Queries



The screenshot shows the 'Support Me' interface. On the left is a navigation sidebar with buttons for 'Support Home', 'Request Support', 'Service Catalog', and 'Queries'. The 'Queries' button is highlighted, and a tooltip 'My Closed Activity' is visible over it. The main content area is titled 'Support Me' and contains two sections: 'Helpful Links' and 'My Current Activity'.

Helpful Links

- [Outlook Web Access](#)
- [Cellular Services](#)
- [Mobile Device Personal Access Form](#)

My Current Activity

Reference Number	Summary	Request Type
▶	Incident (1)	
▶	Request (1)	

You can view closed tickets by hovering over Queries and then clicking on "My Closed Activity"

Ticket Resolution/Closure

List of tickets appear

My Closed Activity					
Raise User is current user and Status Is Completion equals <i>True</i>					
Reference Number	Summary	Current Status	Creation Date	Request Type	
▼ Incident (2)					
93	Need Printer installed	Resolved	10/29/2014 09:55:55SOV	Incident	
112	Convert to a service request	Resolved	10/29/2014 19:48:15SOV	Incident	
▼ Request (32) ◀ 3 of 3 ▶					
352	New Hire/transfer - Brad Pitt - 10/1/2014	Closed	9/16/2014 13:50:29	ADExchange	
527	Need Printer installed	Closed	10/29/2014 10:01:18SOV	Service Request	

DO NOT SUBMIT – User Account Requests

- **DO NOT Submit User Account Requests by using Request Support**
 - The Request Support form is not to be used for “new hire” accounts, transferring employee accounts, changes to permissions and accesses of accounts, terminating employee accounts.
 - These account actions are handled in a different module of LANDesk that require authorized requestors to put in the request.
- A blue rectangular button with rounded corners. On the left side, there is a small icon of three people (two orange, one green). To the right of the icon, the text "Submit User Account Request" is written in white, sans-serif font.
- If you feel you should be identified as an Authorized User Account Requestor, please contact your supervisor or the DII Service Desk to get additional information.



Information – Questions/Report Issues

DII Service Desk:

- After 12/1/2014...Put in a request support ticket regarding the issue.
- Email: : SOV.LANDeskGoLiveIssues@state.vt.us
- Call 802-828-6620, option 1, or toll free 1-855-828-6620, option 1
- Training Documents:
http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk