LANDesk Frequently Asked Questions

Contents

Login Information

Q 01: What is the URL (web address) for this website?

A: https://itsupport.vermont.gov if your domain is VSMS, TAX or AHS.

Go to https://itsupport.vermont.gov/logon if your domain is different from above (example LABOR, DPS).

Q 02: What is considered to be account credentials?

A: For domain of VSMS, TAX or AHS, this secure website authenticates against your network login so you automatically pass through to LANDesk and don't have to specifically login again when you get to the site. For other domains, use your email address as your user name to open LANDesk.

Who Can Submit User Account Requests?

Q 03: N/A~~Please outline the process for getting employees access to submitting help requests like our current Help desk tickets.~~

~~**A**: That is not changing. Use TrackIt – for break/fix and anything **other** than User account requests.~~

Q 04: Can we get a list of Authorized Requestors and Approvers by Department?

A: A list of Points of Contact for your department will be posted. You should contact them for a list of authorized Requestors and Approvers. The list of the AHS and AOA Points of Contacts are located here: http://dii.vermont.gov/sites/dii/files/PDF/Support/AHS-Points-of-Contact.pdf http://dii.vermont.gov/sites/dii/files/PDF/Support/AOA-UAR-POC.pdf

Q 05: Are we going to have more than one requester for this process at each location?
A: Points of contacts have been identified. If you wish to find out who in your department can submit User Account Requests, please ask them. See Website Points of Contacts listed above.

Q 06: Is there a way to look up what current users have access to in this system?
A: No

Q 07: What happens if two different requestors put in a request for the same employee? Is there the ability to view another requestor's requests from the same Division and see the status of those requests?
A: You will not have access to view another user's request. If you call the service desk, they would be able to tell you if there were two requests. There is no automated way to know if two requests were sent for the same person. You should be looking at your internal business processes to keep these errors to a minimum.

Request Type Questions (New Hire/Changes to Existing/Terminations)

Q 08: What about changing employment at different facilities within the Dept. of Corrections
A: If user is moving to a different position, then the departing position requestor submits a "Termination" request and notes in description that they are transferring to another position. Then the hiring position requestor submits a "New Hire" request and in the field 'Transfer from Department' choose the department and note in description that they are transferring from *ABCdepartment*. This process may change in the future to denote a "transfer" but is not available yet.

Q 09: For Corrections, what if the employee goes from temp to perm, would it be a change of existing user?
A: If the jobcode/position number does not change, then a "Changes to Existing" would be used to note in the description field that the employee's position has changed to Permanent. Then choose the action field of "Active Directory" and note anywhere on the form that the position is now Permanent from a Temporary.

Q 10: If someone transfers from one division to another within the same department, is that a Change?
A: If the jobcode/position number changes, then it would be considered a termination and new hire requests. For instance, i.e. going from ESD to FSD - two different security groups and deputy commissioners, etc. See Requestor Guide, page 4.
http://dii.vermont.gov/sites/dii/files/PDF/Support/User-Account-Request-Guide.pdf

Q 11: If the user is transferring from another department is there a way to see the current access the user has or does not have?
A: You would need to contact the DII Service Desk and they can point you to the correct technician. However, the policy is to delete the account and re-add under the new department.

Permanent/Temporary/Vendor-Contractor

Q 12: With Temporary Employees, if you enter a date a year out, will their account automatically shut down after the year elapses?
A: Yes. Submit Change to Existing when the year ends -- use to note in the description field that the employee's position has been extended and give a new date. Then choose the action field of "Active Directory" and note anywhere on the form that the position is extended with the new date.

Q 13: What if a new hire lives in another state?
A: The address location and Town/City fields are for the new hire's workstation location, not their home address. If they are a home-based user living out of state, put that in the description. But you will have to choose a Vermont Town/City since that is the only available option.

Q 14: Can a date longer than 1 year be input for a temporary employee's end date?
A: Yes.

Q 15: Should all LTD (limited service) staff be created as temporary employees? What happens to accounts when an expiration date is reached?
A: Yes. You should put the "end date" of their limited service position, even if it's more than one year out. If the employee is still working on their "end" date designated during the original request, they will get a notice that their account has expired. You will have to submit a "Changes to Existing" request to have the end date extended to a new date reflecting the status of their position.

Q 16: We hire temporary contractors and some become permanent within 6-12 months. Do we need to go in and change their status from temp to permanent?
A: Yes

Q 17: Will we get warnings when expirations are coming due so there isn't an interruption in access? How far out can we set the expiration date?
A: No, terminations will happen automatically. You will have the opportunity to request an extension prior to the end date.

Contractor Account Questions

Q 18: Since we have contractors already, will there be a date where we have to get them all entered into the system so we update them annually?
A: No. This is going forward for new hires, and or any changes to existing or termination starting April 30th.

Q 19: When requesting that contractors obtain access to a particular drive, do we use this system?
A: Yes

Q 20: Drives are named differently for our contractors than for where we are located in state offices. Which drive name do we use?

A: If they have a different “drive name” (for instance other than h:), you can specify that in the free text fields on the form. We are more concerned with folder names and group names.

Q 21: So with contractors who continue year to year, do we enter their information annually? Will we have to request all of the accounts/permissions all over again?
A: Use Change to Existing -- extend a year. Keep same access (Active directory). If you know they will be multiple years ahead, use end date appropriate years out.

Q 22: Can you confirm, can you set an expiration date for a contractor for longer than a year in the future or not?
A: Yes, if contractor or limited service position is longer than one year, the expiration date can be set to the appropriate end date.

Account Request Questions

Q 23: How much time is needed before an account is created for a new hire; terminations?
A: You may enter as soon as you know the employee’s status.

Q 24: When entering folks into Landesk and we don’t have their employee # yet will I have to enter another ticket when it’s received? Can you get their accounts started w/o the number or would it be best to wait until I have it?

A. It’s best to submit the request with the new Emp. ID, if possible, but if the ID is not known at the time the request is being completed, it can be left blank and a future DHR feed will put the information into LANDesk. You do not have to submit another request for this information.

Q 25: What falls under 'other’ user account requests?
A: The Other action is for new accounts, additions and modifications to DOC PAS/Tiny Term accounts, VDH Starlims/LITS plus accounts, EBT/SAVES accounts for DCF.

Q 26: What is an ACD phone?
A: Automated Call Distribution - ININ (ESD and OCS use this). It’s used in Call Centers.

Q 27: Will FOB (RSA Tokens) requests flow through LANDesk also?
A: We have just recently taken this account request OUT OF LANDesk due to technical issues. Until further notice, use the current method for requesting FOBS.

Q 28: Why doesn't access to PEAKS and AFG require business approval?
A: For purposes of this implementation, we automated the business process as it is currently configured. It is assumed that the requestor is obtaining the necessary approvals as it is done today.

Q 29: I submit requests for new Active Directory accounts for community partners (these are not State of Vermont employees). For example: physicians, town clerks, & funeral directors. These accounts allow the community partners to access a web-based application supported by VDH. Should I use the LANDESK system to request these accounts or

continue to use our current process?
A: You will use LANDesk. The business process is not changing. The same group of technicians is completing these requests.

ACCESS Questions

Q 30: Does the request to add functions for an employee happen immediately or is there a lag time? As an example: if a request is submitted for ACCESS, does this happen right away if all the employee information is in LANDesk and their computer set up is complete?
A: There is a Service Level Agreement (SLA) with response times built in. DCF BASU is also part of the request process, so you can also contact them for response times.

Our technician's turnaround time for service requests is 5-7 days. Normally, we complete the requests before that time, but based on priorities and workload, it may take up to that long to complete the requests.

Q 31: How do we know what groups in ACCESS our employees already have?
A: You need to work with DCF BASU to determine that information. They will now be provisioning ACCESS accounts.

Q 32: What do you mean RACFID is rest of the state? Do we not use this in AHS?
A: Yes, AHS uses RACFID but it is requested via the ACCESS account request process. You will not be requesting RACFID accounts directly.

Q 33: What do you mean ESD BASU will be provisioning ACCESS accounts? We, as hiring managers, won't do that?
A: Provisioning means the actual creation of the account in the ACCESS system. This used to be done by Scot Melen in the past; DCF BASU will now have that role.

General Questions

Q 34: What is an H drive?
A: H: drive is your network drive (most users have this, and this is where you can save you files). Only the user specified has access to this drive.

Q 35: Is there a way to review "closed" requests in order to model future requests on?
A: There is a new Queries Tab available on your Dashboard. If you Click on it, and then click on "My Closed Queries", you should see all closed requests.

Q 36: Will the power point presentation be available to download?
A: Yes. Available on this web page called UAR Training Slides:
http://dii.vermont.gov/sites/dii/files/PDF/Support/UAR-Requestor-Training-Slides2015.pdf

Q 37: You hit 'Cancel' after sending a note to the analyst; why Cancel versus 'Save'?
A: Use the Cancel button when no changes are made to the record. Otherwise, the form will

remain open and it will be “LOCKED”. An analyst will not be able to work on your request if it’s locked.

Q 38: How does the manager/supervisor make the Requestor aware that a request needs to be submitted?
A: That is part of your business process.

Q 39: Are employees no longer sending in requests to the Help Desk if they cannot access a Network file or folder or to be added to an email distribution group? Do they need to communicate with their authorized requestor who then submits through LANDesk?
A: That is correct. Anything to do with a user account request goes through this process.

Q 40: What if the middle initial is not known?
A: The system requires something in that field in the event there is more than one person with the same first and last name. If they don't have a middle initial, or you don't know it, put something in that field (such as no middle name or not applicable) and the analyst will follow-up with you if needed.

Q 41: When entering address, phone #, etc., is this for their physical work address or their home information?
A: Physical work location

Q 42: Will there be a drop down or a way to search the addresses for shared folders?
A: Maybe someday in the future but there is no functionality for that at this time.

Q 43: So, the computer account request form will no longer be used in the future?
A: Correct! LANDesk is the new (single) place to request accounts.

Q 44: What is difference between parent and child requests?
A: A Parent is the master request that holds the individual’s employee information. All individual user account requests are then submitted to the appropriate technicians as Child requests that are linked to that parent.

Q 45: If I am the administrator for a specific email group, will I still be able to edit that email group without submitting anything in the LANDesk.
A: Yes

Q 46: Is there a location in the system that lists all the different possible "statuses" so users can look up what they mean? Or is there a user manual or help section to look into questions like this?
A: All information is on the training website.
http://dii.vermont.gov/support/service_desk/landesk/training/UARTraining

Q 47: Are the fields adjustable to show more of the "summary"?
A: I believe so. This would be a change request. We are working with a limited amount of real estate.