

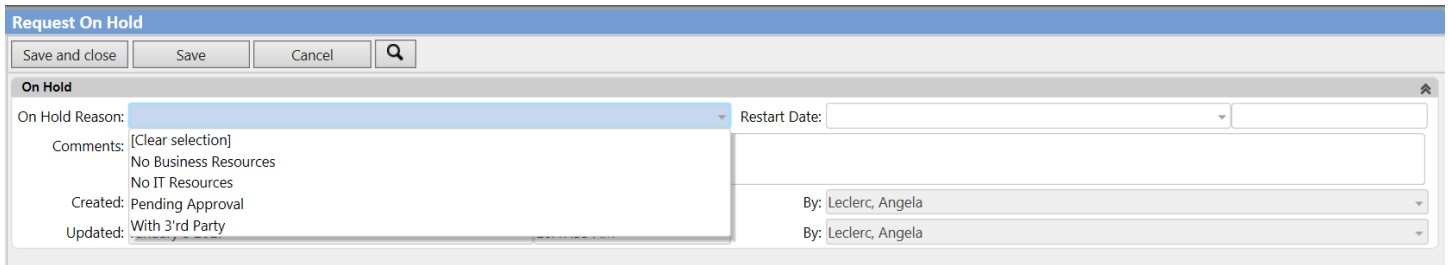
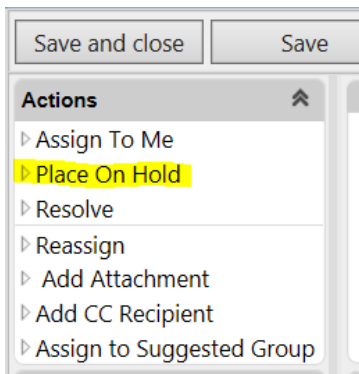
These have been approved by the Change Manager/Change Advisory Board (CAB). They are logged in LANDesk Task List, in addition to existing LANDesk tickets.

**Week of 01/03/17 - Changes to be made to LANDesk.**

**1) New On Hold action in Incident and Request –**

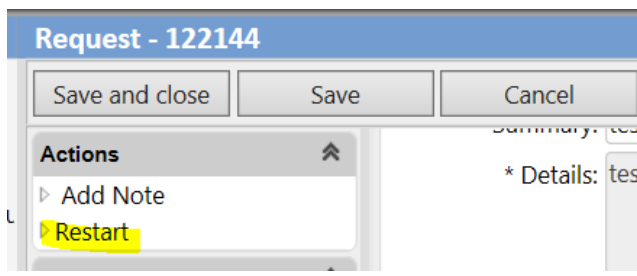
This is New and can be done starting at Open status of the ticket. It does place the ticket in a “hold” and stops the SLA clock.

(It does not send an email to the user – they’ve already received one when ticket was assigned/triaged to assignment group). They can check status via the portal, or by replying to email they received.)

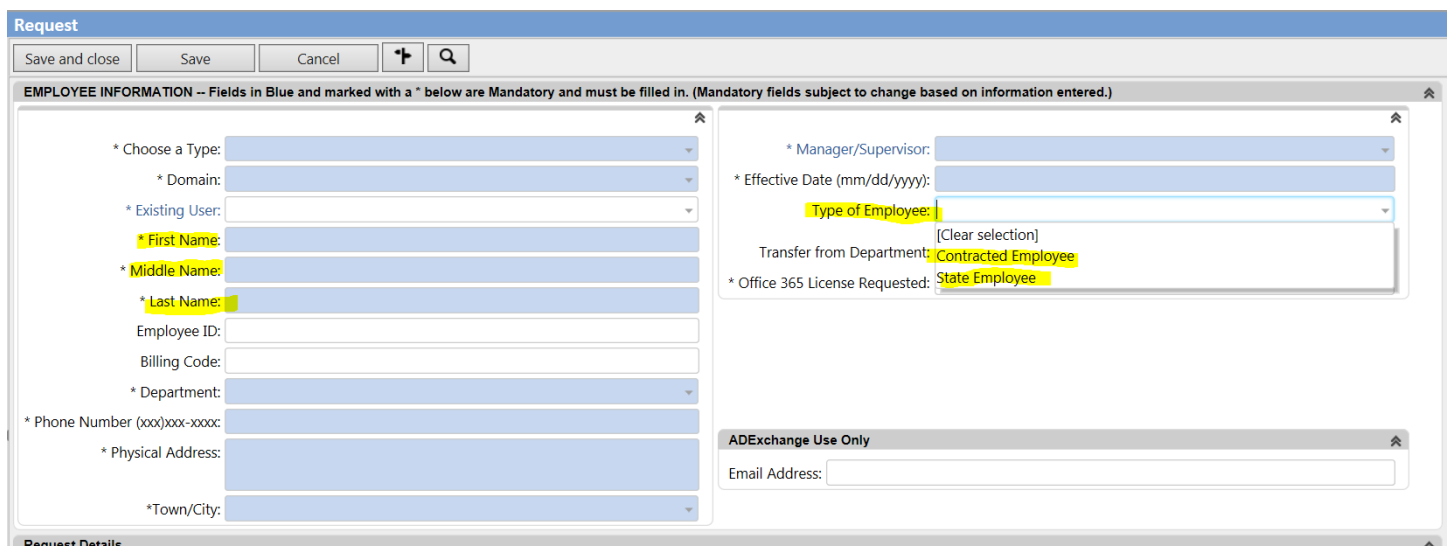


When you are ready to work the ticket, you click on "Restart". This will put the ticket back to the previous status it was in before you put it on hold.

**\*\*NOTE: If ticket was in open status, please make sure to "Assign to Me" to start working the ticket!**



- 2) **User Account Request changes:** (based on choices, some fields may appear/disappear as needed)
  - a. User Account Requests – Change to First Middle, Last name behavior – if user does not exist in the “existing user dropdown”, this will allow you to type the user’s name and proceed to submit the ticket.
  - b. Change to Type of employee choices – the only two choices are Contracted Employee or State Employee. A state Employee ALWAYS has an employee ID and logs into VTHR. Any other type of employee will be considered “contracted”.



**3) New estimated time and time spent field on Incident and Request**



Time estimated and spent fields added to All Incidents and All Requests queries

**Queries** **All Incidents**

- All Incidents
- All Requests
- Incidents Logged Today
- Requests Logged Today
- UAR Requestor List
- Tickets by Lifecycle
- Tickets for My Group
- On Hold for My Group
- Tickets Resolved
- Assignments I Created
- User Lookup

**Creation Date** is between:      
 and **Last Update** is between:      
 and **Status** equals:   
 and **Current Assigned Analyst** contains:   
 and **Latest Assignment Group** equals:   
 and **Category** equals:   
 and **Department** equals:   
 and **Was converted to a Request** equals:

Escalation	Reference Number	Lifecycle	Category	Summary	Current Status	Current Assigned Analyst	Current Assigned Group	Requested By	Department	Creation Date	Last Update	Breach Time	Estimated Time	Worked Time
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**4) 2017 Holidays added to the SLA Calendar**

**Changes made most recently:**

Please visit our website to view all Changes/Enhancements completed:

[http://dii.vermont.gov/support/service\\_desk/landesk](http://dii.vermont.gov/support/service_desk/landesk)