



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

Week of 01/19/16 - Changes to be made to LANDesk.

1) Change to User Account Requests:

We have added a new mandatory field on the main parent form of User Account Requests which added ability to choose Office 365 Licensing (G1 or G3 or N/A (not applicable)). **This will be a mandatory dropdown.** This field will be copied to the main form of all children requests as well.

***This will affect all open UAR requests – because this is a new field and it is now mandatory, we have back-filled all open requests with N/A. If this is incorrect (ADExchange team), then please choose correct Office 365 license. Going forward, this will be filled out by the requestor.

Screenshot below is from the UAT environment:

The screenshot shows a web form titled "Request" with buttons for "Save and close", "Save", and "Cancel". Below the buttons is a section for "EMPLOYEE INFORMATION" with a note: "Fields in Blue and marked with a * below are Mandatory and must be filled in. (Mandatory fields subject to change based on information entered.)". The form contains several fields, many of which are highlighted in blue to indicate they are mandatory. These include: "Choose a Type:", "Domain:", "Department:", "Phone Number (xxx)xxx-xxxx:", "Physical Address:", "Town/City:", "Manager/Supervisor:", "Effective Date:", and "Permanent/Temp/Contractor:". A dropdown menu for "Office 365 License needed" is open, showing options: "[Clear selection]", "G1", "G3", and "N/A". Below the employee information is a "Request Details" section with a "Summary:" field and a "Description:" field.

2) For Analysts – DCF ISD now a part of LANDesk –

New AHS groups and categories have been added. Users are going to use LANDesk to submit requests which will be assigned to the identified DCF ISD staff.

3) Added Suggested Group to auto-populate based on category analyst chooses in Incident and Service Request:

In order to help Service Desk triage the new DCF categories to the appropriate group, we have added this new functionality – which pre-populates a suggested group to assign based on category chosen. You can change this if it is not correct. If one is consistently not correct, please let Service Desk know and we will request the suggested change.

Attachment: No file selected.

* Category: Enterprise Apps & Servers - EAS-Email - EAS-Email-Dist. List/Shared Mailbox

* Response Level: 4-Medium

* Suggested Group: ADEExchange

****FOR AHS ANALYSTS** – if you're not sure which group should be assigned (within DII), or which category to choose, please choose Service Desk and we will triage to the appropriate group.

Changes made most recently:

Please visit our website to view all Changes/Enhancements completed:
http://dii.vermont.gov/support/service_desk/landesk