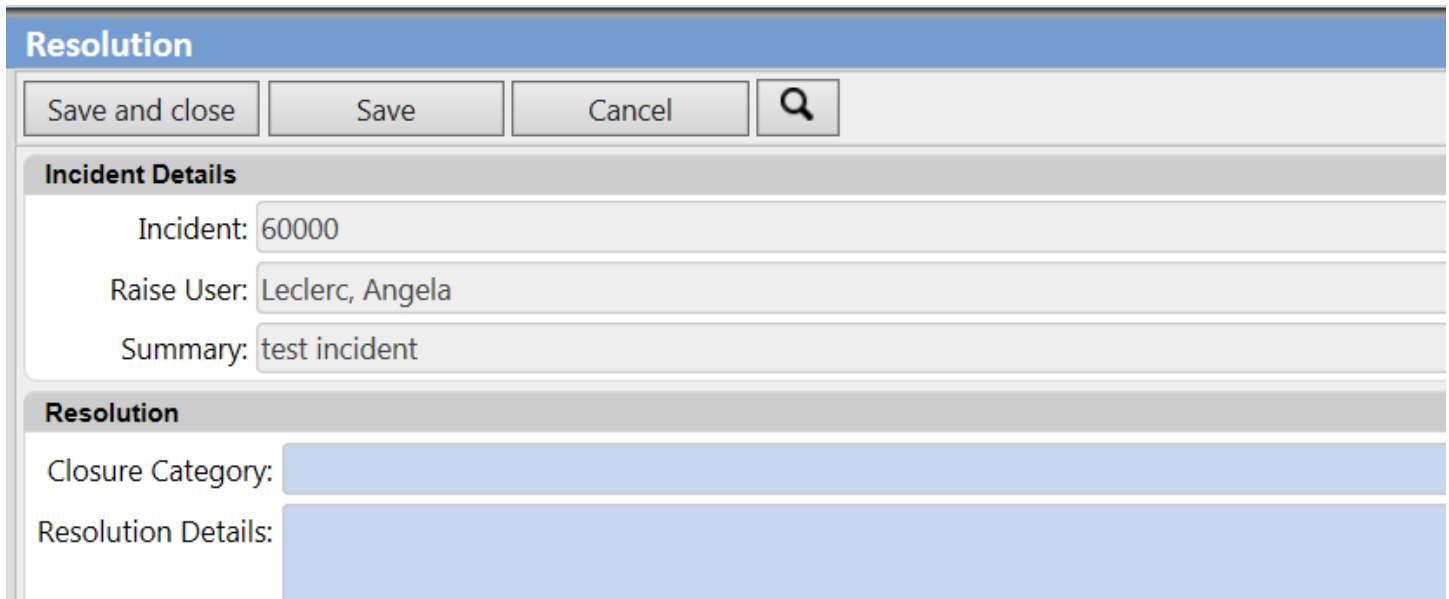


These have been approved by the Change Manager/Change Advisory Board (CAB). They are logged in the LANDesk Change Module.

Week of 02/21/17 - Changes to be made to LANDesk.

1) **New Closure Code in Incident and Request –**

This is New and will be a required field when you resolve a Service Request or Incident. At the current time there are only 2 closure codes – **Training Needed** and **Other**. The purpose is to identify training needed for particular areas – which could have potentially prevented a ticket.

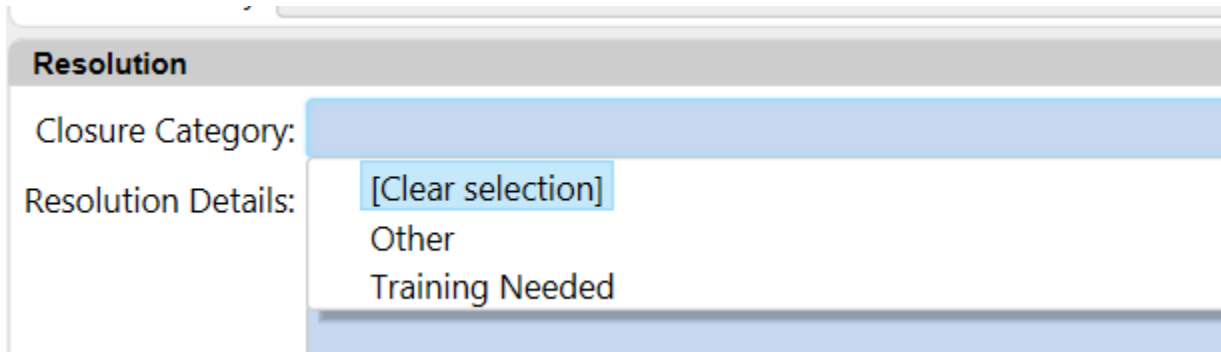


The screenshot shows the 'Resolution' form in LANDesk. At the top, there are buttons for 'Save and close', 'Save', 'Cancel', and a search icon. Below this is the 'Incident Details' section with the following fields:

- Incident: 60000
- Raise User: Leclerc, Angela
- Summary: test incident

The 'Resolution' section below has two fields:

- Closure Category: (empty dropdown menu)
- Resolution Details: (empty text area)



This screenshot shows the 'Resolution' form with the 'Closure Category' dropdown menu open. The menu options are:

- [Clear selection]
- Other
- Training Needed

Query for this new code for those that want to run reports on closure codes:

Requests

Click on Request in lower left, and then Resolved Requests. Fill in query fields as needed. The new closure code will appear in the Resolution Category column. You can then export to Excel.

Escalation	Reference Number	Lifecycle	Category	Summary	Current Status	Current Assigned Analyst	Current Assigned Group	Requested By	Department	Creation Date	Last Update	Breach Time	Resolution Category
	126608	Service Request	Service Desk	test training closure - req 2	Request Survey Completion	Leclerc, Angela	Service Desk	Leclerc, Angela	DII - Service Desk	2/22/2017 08:23:54 AM	2/22/2017 08:24:41 AM		Training Needed
	126607	Service Request	IT Service Management	test training closure	Request Survey Completion	Kearney, Susan	LANDesk Admins	Leclerc, Angela	DII - Service Desk	2/13/2017 01:46:38 PM	2/16/2017 11:00:56 AM		
	126606	Service Request	Security	Requesting VPN access	Request Survey Completion	Kearney, Susan	LANDesk Admins	McManus, Paul	BGS - Safety & Security Program	1/30/2017 04:20:24 PM	2/16/2017 07:57:18 AM		
	126605	Service Request	IT Purchasing	DCF ISD- Request for Software License Report	Request Survey Completion	Kearney, Susan	LANDesk Admins	Blanchard, Brianna	AHS - DCF Information Technology	1/30/2017 03:54:55 PM	2/16/2017 10:35:39 AM		
	126601	Service Request	Desktop	Add MS Access 2016 to laptop	Request Survey Completion	Seguin, Jeff	Desktop Support	Kinnick, Christopher	AHS - VDH Equipment	1/30/2017 03:43:18 PM	1/30/2017 06:07:05 PM		

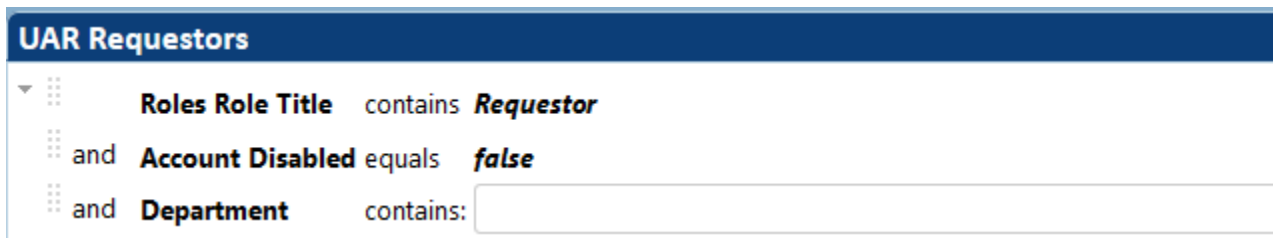
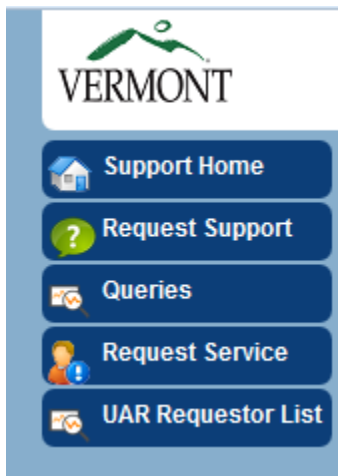
Incidents:

Click on Incident in lower left, and then Resolved Incidents. Fill in query fields as needed. The new closure code will appear in the Resolution Category column. You can then export to Excel.

Escalation	Reference Number	Category	Summary	Current Status	Current Assigned Analyst	Current Assigned Group	Requested By	Department	Creation Date	Last Update	Breach Time	Resolution Category
	60003	IT Service Management	test - training closure	In Progress	Leclerc, Angela	Service Desk	Leclerc, Angela	DII - Service Desk	2/13/2017 01:45:09 PM	2/16/2017 02:33:59 PM	2/28/2017 09:17:34 AM	
	60000	Service Desk	test incident	Survey Completion	Leclerc, Angela	Service Desk	Leclerc, Angela	DII - Service Desk	2/9/2017 03:26:35 PM	2/22/2017 08:15:59 AM		Training Needed
	59999	Service Desk	Computer screen is still	Survey Completion	Leclerc, Angela	Service Desk	Pearl, Jill	AHS - DCF CDD	1/30/2017 06:07:05 PM	2/17/2017 06:07:05 PM		Other

2) User Account Requestor List published on Self-service dashboard:

On the Self-Service page (for all end users to see), we have published the list of UAR requestors. Service Desk gets many calls wondering who can submit UAR's for a user's department. This allows them to look it up themselves, and sort by their department and reach out to the UAR Requestor.



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

http://dii.vermont.gov/support/service_desk/landesk