

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

Week of 02/22/16 - Changes to be made to LANDesk.

All of these changes are to improve overall performance in LANDesk.

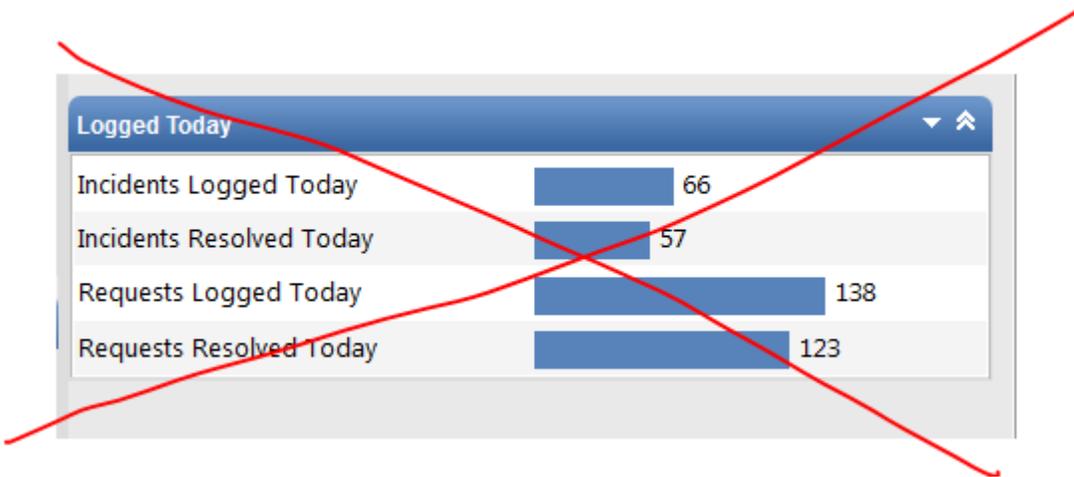
1. We need to remove the “Last Update”, and “Last Update By” fields from the My Workload query on the homepage. They do not work as designed due to how the inbound mail service updates the ticket. They will be replaced with “Last note added by”.

*NOTE: “Last Update” is still available in the All Incidents and All Requests query. It has only been removed from the “My Workload” query on the main dashboard.

My Workload									
Escalation	Response Level	Lifecycle	Id	Raised By	Creation Date	Last note added by	Summary	Status	*
4-Medium		Service Request 66290	Herring, Lucas	1/25/2016 02:24:14 PM	Herring, Lucas	Add DOC location to Department Drop Down With 3rd Party			

2. Also a maximum of three queries is recommended by LANDesk to be on the home page for the web console. We currently have 8.

We are removing the following: “Logged Today” counts. It can be put elsewhere if it is still needed.



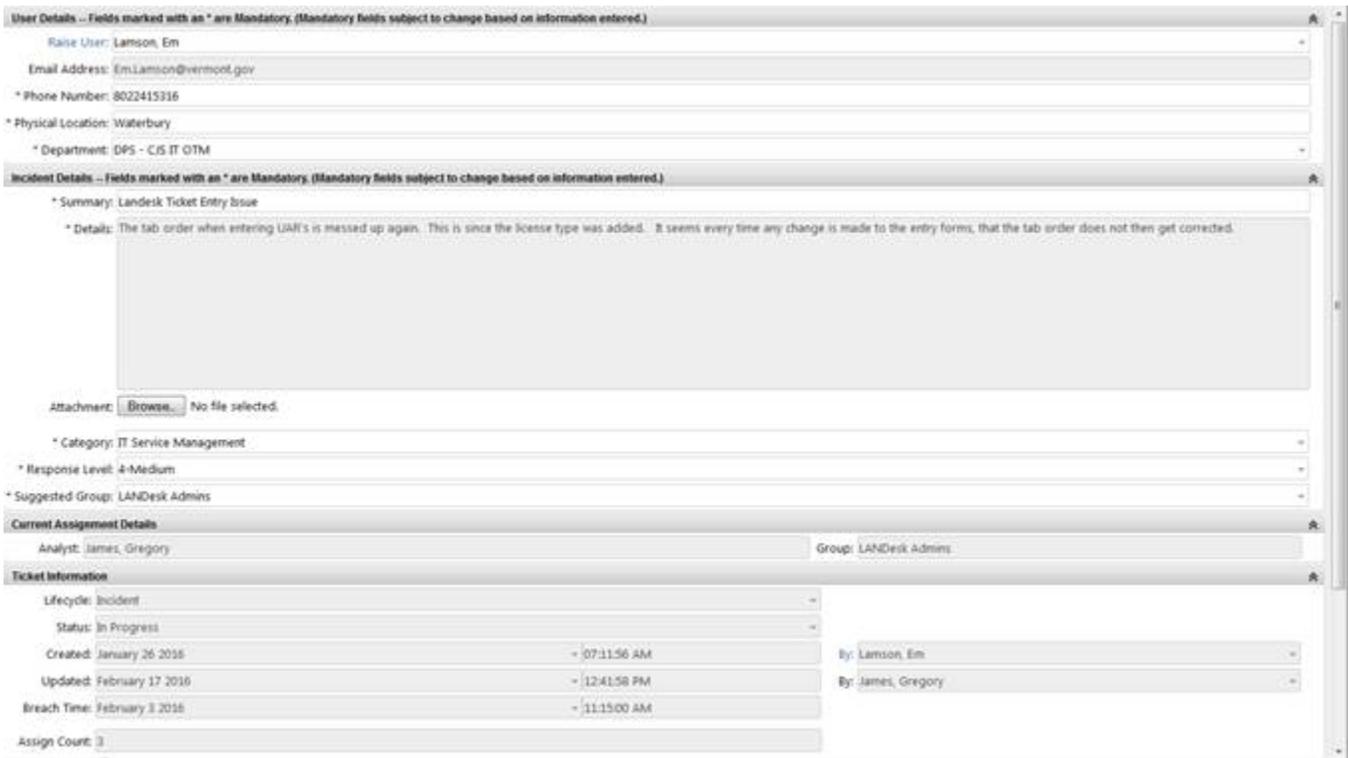
3. Disable the refresh rate on the homepage queries to improve performance. If you remain inactive on the homepage, you will need to hit refresh manually. However, most analysts are in and out of tickets, so this becomes a moot issue because when you return to the homepage, your screen should refresh at that time.

4. All Incidents and All Requests queries return 15 results per page instead of 100.

5. Increase number of lines for resolutions field in Incident and Service requests from 4 to 8



6. Fix the Incident and Service Request windows so the fields correctly stretch across the page.



Changes made most recently:

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

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