



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

**Week of 06/14/17 - Changes to be made to LANDesk.**

**1) New checkbox available in “Request Support” (incident) to mark a ticket as Request**

This is New. Ability to mark a “Request Support” ticket as a request (old way was to convert to a request – requiring additional work on part of Service Desk to copy cc’s/attachments/notes, etc.).

**NOTE: Ticket will still look like, and say, “Incident”. However, for reporting purposes, analysts will be able to query that tickets were “converted” without the additional work. Categories, etc., will be reviewed (for very MINOR changes) to ensure they are available in Request Support. (See All Incidents Query below on how to query)**

Checkbox is located under Ticket information section – if the box is checked, the ticket is considered a request. (If box is checked as request, and it’s really an incident, all you have to do is uncheck the box)

The screenshot shows the 'Ticket Information' section of the LANDesk interface. It contains several fields: 'Estimated Time' (empty), 'Worked Time' (empty), 'Lifecycle' (Incident), 'Status' (Open), 'Created' (June 14 2017 10:23:43 AM), 'Updated' (June 14 2017 10:23:43 AM), 'Breach Time' (June 22 2017 01:53:43 PM), and 'Assign Count' (1). There are also three checkboxes: 'Unresolved?' (unchecked), 'Clock Stopped?' (unchecked), and 'Major Incident?' (unchecked). A blue circle highlights the checkbox labeled 'Was converted to a Request: '. The 'By' field for 'Created' and 'Updated' is partially visible as 'By: Reee'.

Going forward, any request support tickets entered that should be converted will be done so with the checkbox instead. Any existing requests will still be available in request module.

## Query for this new checkbox for those that want to run reports on requests vs. incidents:

### All Incidents Query

Click on Incident, or Queries. Click on All Incidents. Fill in query fields as needed. The toggle for Incident vs. request will be the “was converted to a request” field. Select true to query for all tickets that were converted to a request. Select False for incidents. You can then export to Excel.

The screenshot shows the 'All Incidents' query interface. The filter section includes the following fields:

- 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: [ ] (highlighted in yellow)

A blue arrow points to the 'Was converted to a Request' field. Below the filters is a table with the following columns: 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, and Worked Time.

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
	70447	Incident		TAX/Attorneys/Tammie Beauregard - printer issue - should have 4 trays to choose from for printing - only sees 2	Open		Service Desk	Powers, Cathie	TAX - Tax Department	6/14/2017 10:34:16 AM	6/14/2017 10:34:16 AM	6/22/2017 02:04:16 PM		
	70446	Incident		SAS 9.3	Open		Service Desk	Verbyla, Allison	AHS - VDH Health Surveillance	6/14/2017 10:33:25 AM	6/14/2017 10:33:25 AM	6/22/2017 02:03:25 PM		

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