



**Changes to be made to LANDesk this week -- 1/28/15 after business hours.**

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

- 1) User Account Request – Form change to the ACD account request. Some form changes were requested by ACD group. These will be implemented this week.

**Important News - Reminder:**

- 1) **New LANDesk Change Request form.** Any additional suggestions should be submitted by using the form posted on our website and sent to our new mailbox. We will then follow our change process to review all submissions.

**LANDesk Change Form:**

[http://dii.vermont.gov/sites/dii/files/Word\\_Files/Support/LANDesk-ChangeReq-Part1.docx](http://dii.vermont.gov/sites/dii/files/Word_Files/Support/LANDesk-ChangeReq-Part1.docx)

- 2) **Completed change requests** – are on our website, so you can see the enhancement requests that are implemented in our LANDesk ticketing system. All changes are posted here under Enhancements Completed: [http://dii.vermont.gov/support/service\\_desk/Landesk\\_main](http://dii.vermont.gov/support/service_desk/Landesk_main). We will be updating all of our documentation with our new change request process.