

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 12/01/15 - Changes to be made to LANdesk.

1) Change to Self Service -- My Current Activity (for all users)

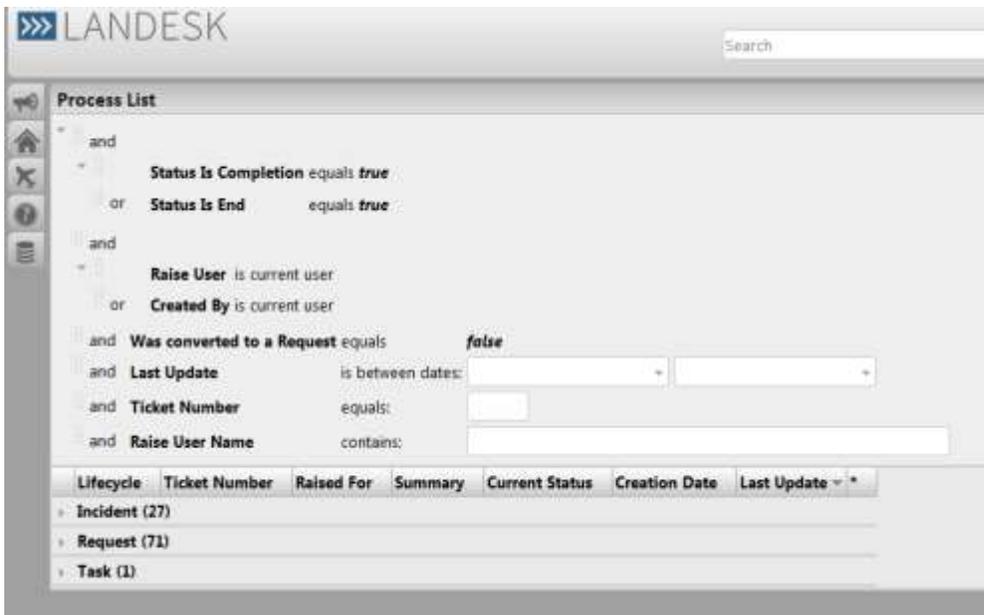
We are adding the ability to see ALL tickets you submit, even on behalf of another user, on your Dashboard under My Activity. (A new column called "Raised For" will indicate who you submitted the ticket for.



Lifecycle	Ticket Number	Raised For	Summary	Current Status	Creation Date
Change (2)					
Incident (1)					
Incident	1696	Leclerc, Angela	dfhg	In Progress	9/22/2015 11:58:07
Request (11)					
Service Request	10583	Wright, Jodie	We need connections for controls at the new Heat Plant in Waterbury	Out with Customer	12/3/2014 11:21:38
Service Request	11140	Bianchi, Dana	Equipment deployment request for DCF OCS monitors	Out with Customer	12/8/2014 10:56:54
Service Request	11144	Bianchi, Dana	Equipment Deployment Request for DCF OCS	With 3rd Party	12/8/2014 10:59:20
Service Request	11460	Volp, Kristen	DCF-OCS-Essex Jct-967-1632-Other	Open	12/10/2014 14:12:21
Service Request	11461	Sink, Tammy	DCF-ESD-Williston-ADPC- OnBase Support	Open	12/10/2014 14:15:15
Task	11570	Leclerc,	Regional Librarians for Networking Issues Need a "Department" listing.	In Progress	12/11/2014 15:06:40

2) Adding a Search feature in "My Closed Activity"

Adding the ability to search your closed tickets



Search

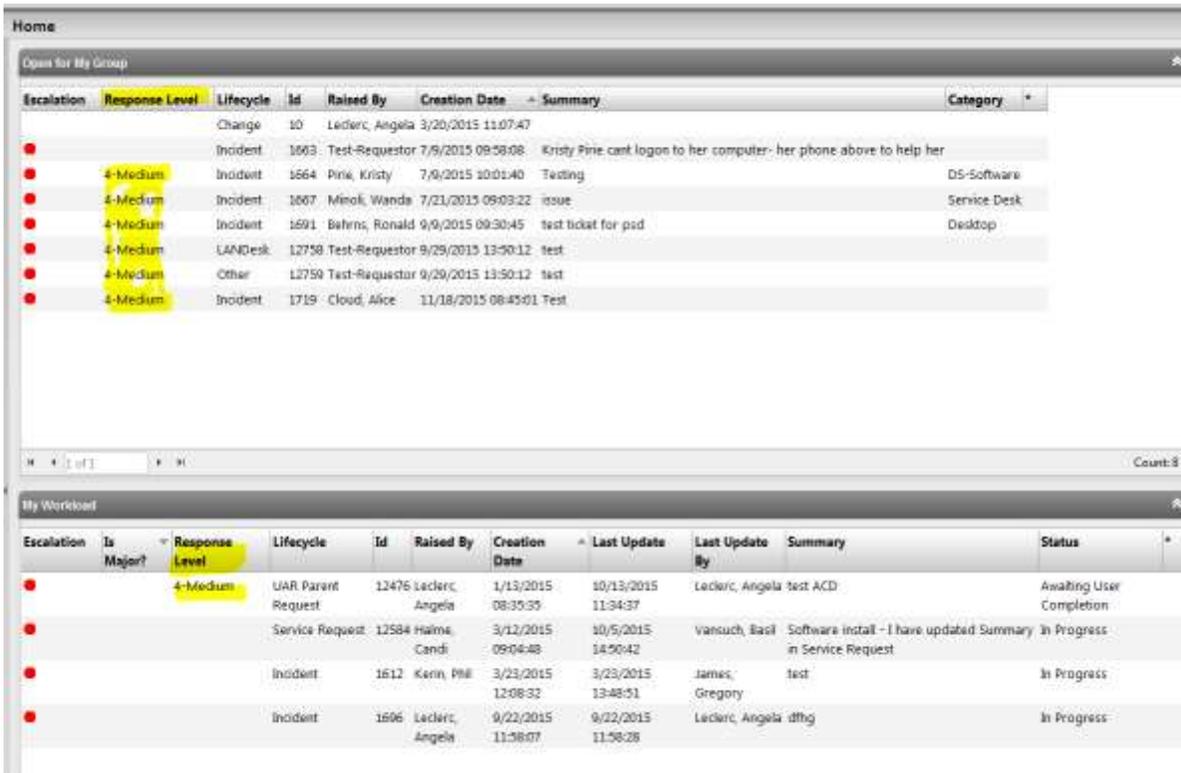
Process List

- and
 - Status Is Completion equals true
 - or Status Is End equals true
- and
 - Raise User is current user
 - or Created By is current user
- and Was converted to a Request equals false
- and Last Update is between dates: [] - []
- and Ticket Number equals: []
- and Raise User Name contains: []

Lifecycle	Ticket Number	Raised For	Summary	Current Status	Creation Date	Last Update
Incident (27)						
Request (71)						
Task (1)						

3) For Analysts – Add the Priority Column on the Main Dashboard

Priority will appear for all Incidents and Service Requests – on any new tickets. It will not appear for older tickets, unless you make a change and resave the ticket.



Upcoming changes – in the next few weeks

- 1) **User Account Request** – add ability to choose Office 365 Licensing (G1 or G3)

Changes made most recently:

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

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