



Changes to be made to LANDesk -- 12/17/14 after business hours.

These are all considered Standard Changes, and changes like these have been pre-approved by the CAB. They will be logged in LANDesk change log, in addition to existing LANDesk tickets.

- 1) UAR – Add the checkbox “Is Clock Stopped” to show if SLA is stopped (like Service Request and Incident)
- 2) Incidents/Requests details box – Enlarge the details box so that techs don’t have to scroll as much when people write a lot.