



Changes this week -- 12/23/14 after business hours.

- 1) ACCESS and RACFID account requests emails to DMV – ensure that all AOT users are added to LANDesk so they can reply, and include User’s Department in the email request from LANDesk, as requested by AOT technicians.
- 2) UAR – change request submitted/approved to allow Add a Note action item while ticket is still in open status. Note will not be emailed to analyst/analyst group, but will be added to the Notes section of the UAR request.
 - a. This works similarly to the Incident/Service Request ability to add a note while ticket is still in open status.

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.

Important News:

- 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

- 2) **Enhancement 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. We will be updating all of our documentation with our new change request process.
- 3) **NOTE:** We will be taking a hiatus from any change requests from 12/24/14 – 1/21/15. The next “push” of changes will occur 1/21/15.