



Changes to be made to LANDesk -- 12/10/14

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) My Workload Query: Change to sort by creation date, as it was intended to be.
- 2) #10258 – Incidents/Requests logged today query –
 - a. Filtering out any incidents that were triaged as a service request to better represent # of incidents worked
- 3) #707 - All incidents & All Requests Query –
 - a. Updating All Incidents to add status column
 - b. Create true/false filter to show incidents triaged as a service request for true reporting, and ability to track # of incidents triaged by Service Desk (similar to filter in 2(a) above.
 - c. Change analyst name from dropdown filtered text in both All Incidents and Requests Reason for change is dropdown included all users of LANDesk – too long

Change completed 12/9/14 -

- 4) Department dropdown list – BGS requested 7 missing welcome centers be added. Names validated, and added to dropdown.