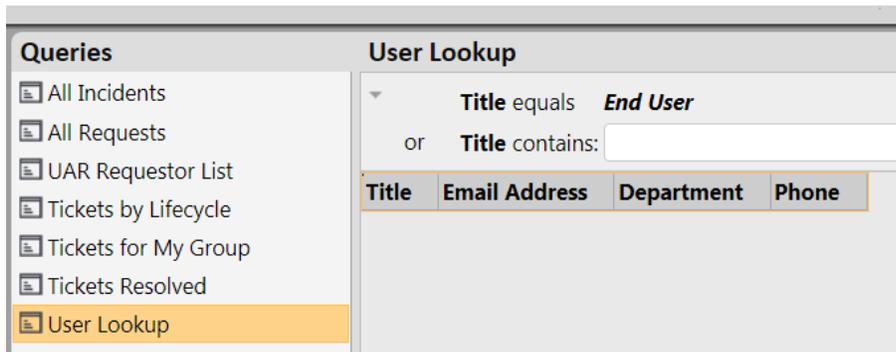


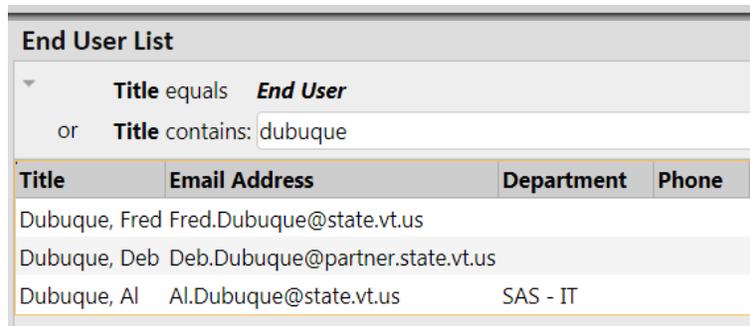
Changes to be made to LANDesk this week -- 2/18/15 after business hours.

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

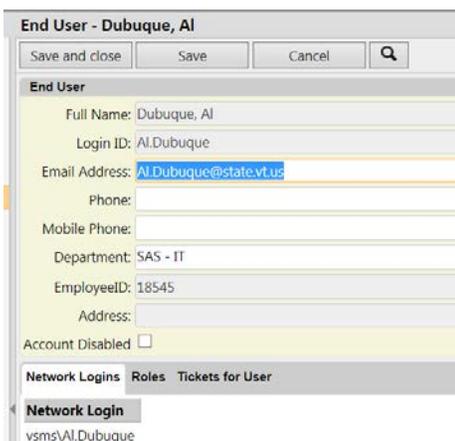
- 1) User Lookup: This is a new query to help with search functionality. If you're looking up information on a user, their role, tickets they've submitted, this is the query to use. We will be adding information in the analyst guide as well. In addition, this changes functionality in the top Search box (the end user record will no longer appear in the list).



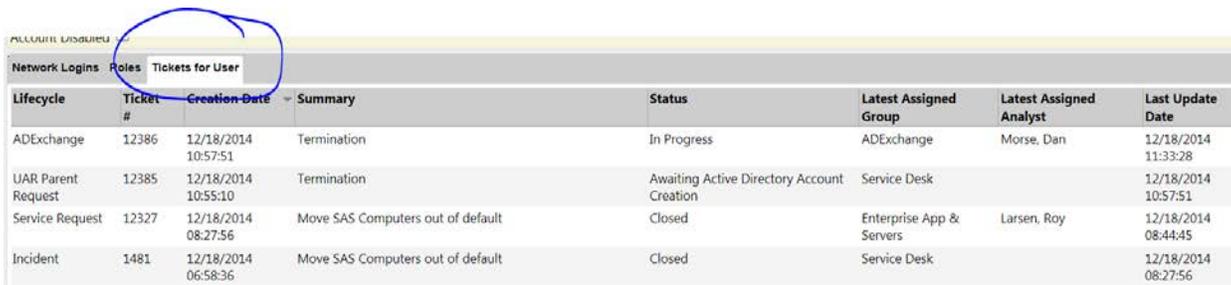
Type in the name of the person you are looking for:



Select the user:



The query comes back with info on the user. The network login account they authenticate by, roles they are added to (requestor/approver/analyst), and finally Tickets for User. Tickets are sorted by creation date – most recent is at the top.



The screenshot shows a software interface with a menu bar at the top containing 'Network Logins', 'Roles', and 'Tickets for User'. The 'Tickets for User' option is circled in blue. Below the menu is a table with the following columns: Lifecycle, Ticket #, Creation Date, Summary, Status, Latest Assigned Group, Latest Assigned Analyst, and Last Update Date. The table contains four rows of ticket data.

Lifecycle	Ticket #	Creation Date	Summary	Status	Latest Assigned Group	Latest Assigned Analyst	Last Update Date
ADExchange	12386	12/18/2014 10:57:51	Termination	In Progress	AExchange	Morse, Dan	12/18/2014 11:33:28
UAR Parent Request	12385	12/18/2014 10:55:10	Termination	Awaiting Active Directory Account Creation	Service Desk		12/18/2014 10:57:51
Service Request	12327	12/18/2014 08:27:56	Move SAS Computers out of default	Closed	Enterprise App & Servers	Larsen, Roy	12/18/2014 08:44:45
Incident	1481	12/18/2014 06:58:36	Move SAS Computers out of default	Closed	Service Desk		12/18/2014 08:27:56

Upcoming changes (within the next week):

- 1) New query available for analysts called “Tickets Resolved” enabling you to search for all closed/resolved tickets across all lifecycles by a specific technician or group.