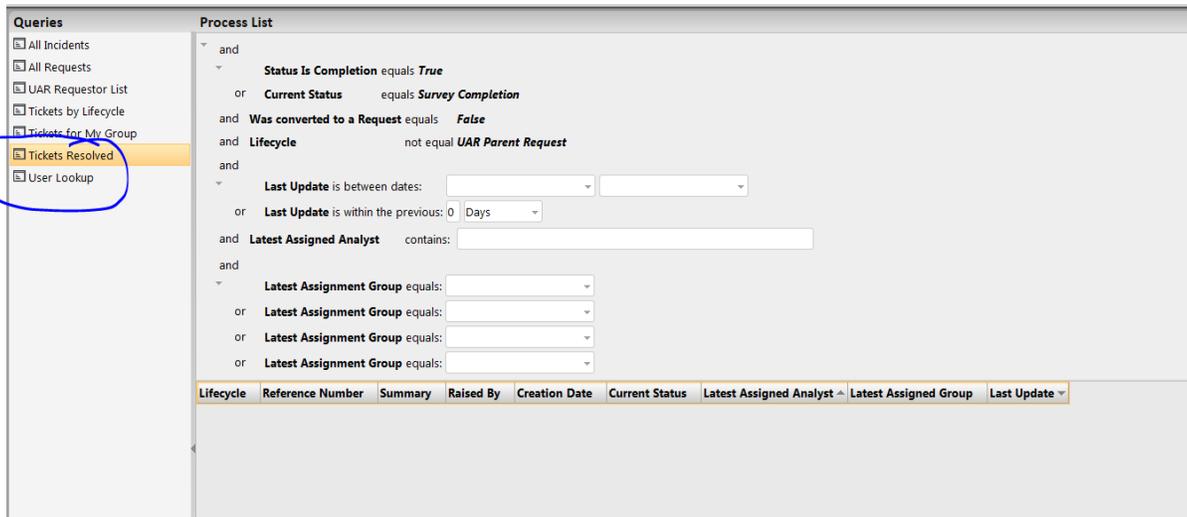


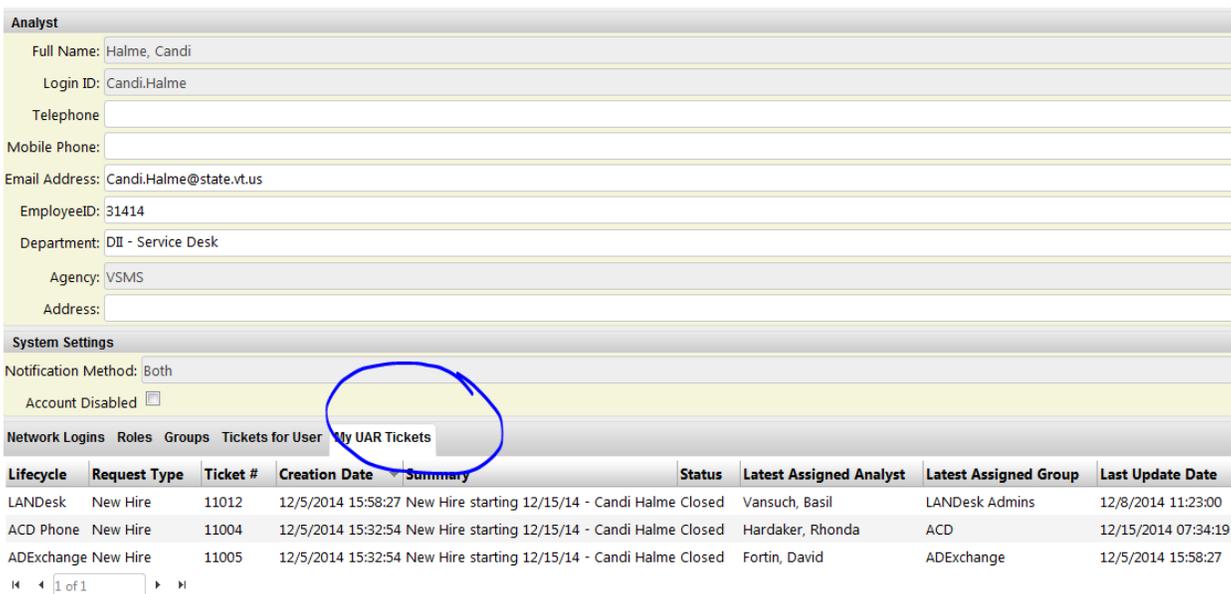
Changes to be made to LANDesk this week -- 2/25/15 after business hours.

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.

- 1) Tickets Resolved Query – This allows you to run a query on resolved tickets across all lifecycles (Incidents, Requests, User Account Requests) by analyst, or groups within a specified time period.



- 2) Password Reset Quick Ticket – for Service Desk: Quick ticket created to allow Service Desk to quickly log tickets for password resets when users call.
- 3) Further enhancement on User Lookup: In addition to all tickets submitted by the user, we are adding another tab for all UAR requests submitted in regards to the user. See screenshot below when I searched for my new hire, Candi Halme.



Lifecycle	Request Type	Ticket #	Creation Date	Summary	Status	Latest Assigned Analyst	Latest Assigned Group	Last Update Date
LANDesk	New Hire	11012	12/5/2014 15:58:27	New Hire starting 12/15/14 - Candi Halme	Closed	Vansuch, Basil	LANDesk Admins	12/8/2014 11:23:00
ACD Phone	New Hire	11004	12/5/2014 15:32:54	New Hire starting 12/15/14 - Candi Halme	Closed	Hardaker, Rhonda	ACD	12/15/2014 07:34:19
ADEExchange	New Hire	11005	12/5/2014 15:32:54	New Hire starting 12/15/14 - Candi Halme	Closed	Fortin, David	ADEExchange	12/5/2014 15:58:27

Upcoming changes (within the next week):

- 1) Updates to surveys -- Currently we only send out 1 in 10 survey requests on Incidents. That will be changing to 1 in 1. In addition, we will be adding surveys to the Service Request lifecycle as well. We are combining the resolution/survey email that goes out to the user for survey completion.