



### **Week of 3/9/15 - Changes to be made to LANDesk.**

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) New AHS DOC Offender Management Systems (OMS) User Account Request Workflow to be added this week (after hours). Notice will be sent to AHS UAR Requestors as well once it is in production. Go-live for new system is 3/16/15.
- 2) Analysts will have the ability to unresolve tickets that are in Survey Completion Status (currently this is not an option)

### **Changes Completed in the last week**

- 1) Updates to surveys – Surveys added to all resolution emails in Incidents and Service Requests. Because of this, the query was changed on the “My Workload” dashboard to remove tickets in survey completion status (change requested two weeks ago).

### **Upcoming changes (within the next week):**

- 1) In the next week, we will be adding back to the Dashboard the two queries – Incidents Resolved Today and Requests Resolved today.

All Changes/Enhancements are posted on our website: [http://dii.vermont.gov/support/service\\_desk/Landesk\\_main](http://dii.vermont.gov/support/service_desk/Landesk_main)