



Week of 3/16/15 - 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) AHS DOC Support analyst group renamed to AHS CO Application Support. Becky-Jo Cyr has provided the Service Desk with information to help triage tickets to this newly named group as they come in. This reflects now the AHS support office the analysts work for.
- 2) Ability to resolve tickets in any status (this is part of the fix for closing major incidents/children attached to them).
- 3) More details in UAR emails – More information has been added to resolution emails in the following UAR lifecycles: AFG, ACD and Other. Work continuing to add same information to all resolution emails.
- 4) Printing Ticket Reports – If you wish to print out details of a ticket, use the Firefox web browser to print. It renders it very nicely. Because of this, we will be removing the ticket report (icon located in the upper right-hand side of tickets). The report is in Crystal, and does not accurately print a ticket.
 - a. If you wish to print a form attached to a request (UAR), you will need to open that form, and print from that page (this hasn't changed)

Changes Completed in the last week

- 1) Two queries added back to Analyst Dashboard – Incidents Resolved Today and Requests Resolved today.
- 2) 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.
- 3) Analysts will have the ability to unresolve tickets that are in Survey Completion Status (currently this is not an option)

Upcoming changes (within the next week):

- 1) For ADExchange UAR lifecycle – the email address entered on New Hires by ADExchange techs will be copied to the ADExchange form. (This is fixing an issue – see screenshot from Main form)

A screenshot of a web form titled "ADExchange Use Only" with a small upward-pointing arrow icon on the right. Below the title is a text input field labeled "Email Address:" containing the text "john.b.smith@state.vt.us".

All Changes/Enhancements are posted on our website: http://dii.vermont.gov/support/service_desk/Landesk_main