



Week of 3/30/15 - 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) Reason for Assignment Column – Additional column added under the assignments tab. This enables analysts to view at a quick glance why a ticket was reassigned.
- 2) Additional column added in the “My Workload” Query on web desk home page – Last Update By. This will enable analysts at a quick glance to view if a ticket has been updated by someone other than themselves (perhaps Service Desk may have added a note).
- 3) Ability to edit Request Support/Request Service Summary field. This change request is being allowed to enable analysts to edit summary (in case there is a typo, or to make the summary more usable for searches in the future).

Changes Completed in the last week

- 1) AHS PEAKS User Account Request Workflow – updated per change request. All AHS user account requestors have been notified.

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