



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.

Week of 4/06/15 - Changes to be made to LANDesk.

- 1) Change to Self Service -- My Activity/My Closed Activity (for all users)

We are adding the ability to see ALL tickets you submit, even on behalf of another user, on your Dashboard under My Activity. See ticket below – I chose Alice Cloud from the dropdown. Rather than have this disappear from my dashboard, it will now appear, and I can see that I submitted for Alice Cloud.

My Current Activity					
Lifecycle	Ticket Number	Raised For	Summary	Current Status	Creation Date
Incident	1630	Cloud, Alice	Test to show ticket submitted on another user's behalf	Open	4/7/2015 13:05:21

Changes Completed in the last week

- 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).

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