

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 5/11/15 - Changes to be made to LANDesk.

- 1) Allow HTML in LANDesk Notes – and expand the window to make it larger for viewing.
- 2) Change Assignment Windows (Reassign action) to be write once. This will preserve the history of a reassignment, and not allow it to be overwritten.
- 3) Enable the Resolution/closure details to be searchable.

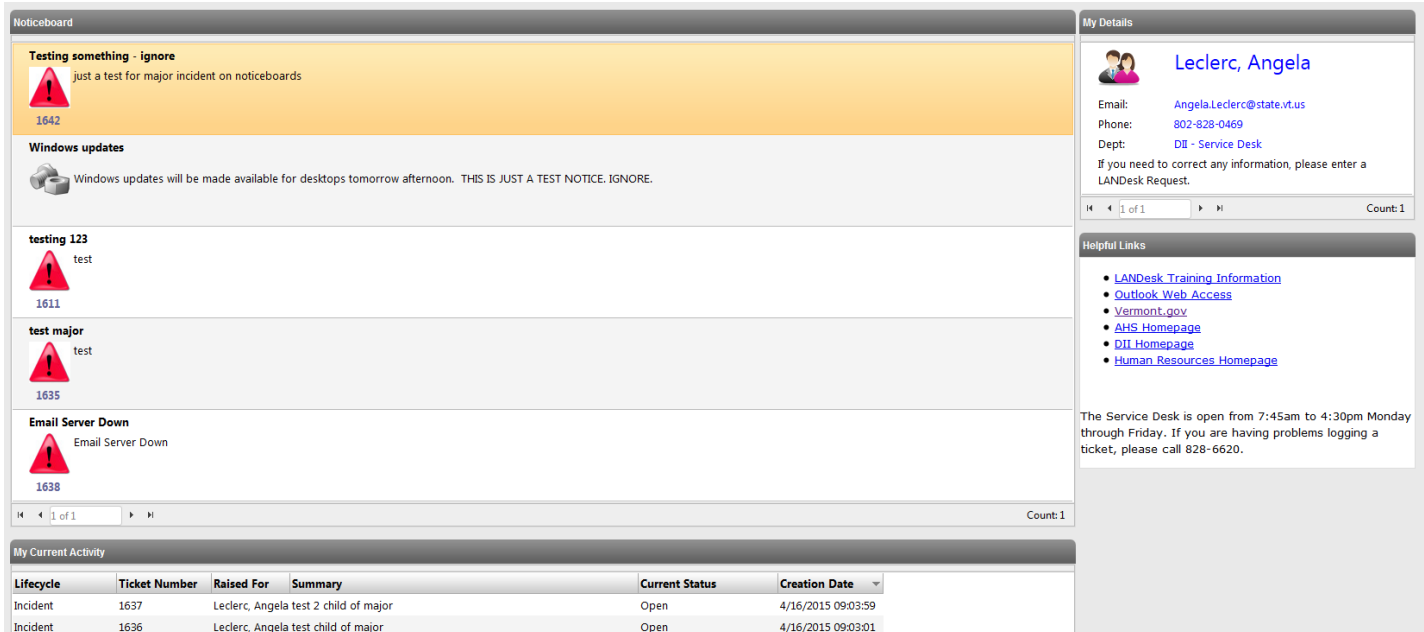
Upcoming changes – in the next few weeks

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.

2) Rearranging Major Incident/Notice Board items on Self Service Dashboard

We are rearranging the Major Incident notices to function more like a NoticeBoard item. This will allow users to view major incidents, but not lock out the analysts from providing updates to the tickets. This updated will also include logged on user’s info in the upper right-hand side of the dashboard.



The screenshot shows the LANDesk interface with the following sections:

- Noticeboard:** Contains several test notices:
 - "Testing something - ignore" (Ticket 1642): just a test for major incident on noticeboards.
 - "Windows updates" (Ticket 1642): Windows updates will be made available for desktops tomorrow afternoon. THIS IS JUST A TEST NOTICE. IGNORE.
 - "testing 123" (Ticket 1611): test.
 - "test major" (Ticket 1635): test.
 - "Email Server Down" (Ticket 1638): Email Server Down.
- My Details:** Shows user information for Angela Leclerc:
 - Email: Angela.Leclerc@state.vt.us
 - Phone: 802-828-0469
 - Dept: DII - Service Desk
 - Helpful Links: LANDesk Training Information, Outlook Web Access, Vermont.gov, AHS Homepage, DII Homepage, Human Resources Homepage.
 - Service Desk hours: 7:45am to 4:30pm Monday through Friday.
- My Current Activity:** A table showing recent activity:

Lifecycle	Ticket Number	Raised For	Summary	Current Status	Creation Date
Incident	1637	Leclerc, Angela test 2 child of major		Open	4/16/2015 09:03:59
Incident	1636	Leclerc, Angela test child of major		Open	4/16/2015 09:03:01

1) Major Incident Functionality

Any child attached to a Major incident will also assume the status and assignment of the major incident. (Please make sure to “assign” the major incident once it’s created.) In addition, if you add a note to the Parent (Major Incident), it will propagate to all children – send an email to all child tickets. Functionality is covered in our Request Support analyst guide: <http://dii.vermont.gov/sites/dii/files/PDF/Support/Incident-Analyst-Guide.pdf> (page 14)

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