

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 9/30/15 - Changes to be made to LANDesk.

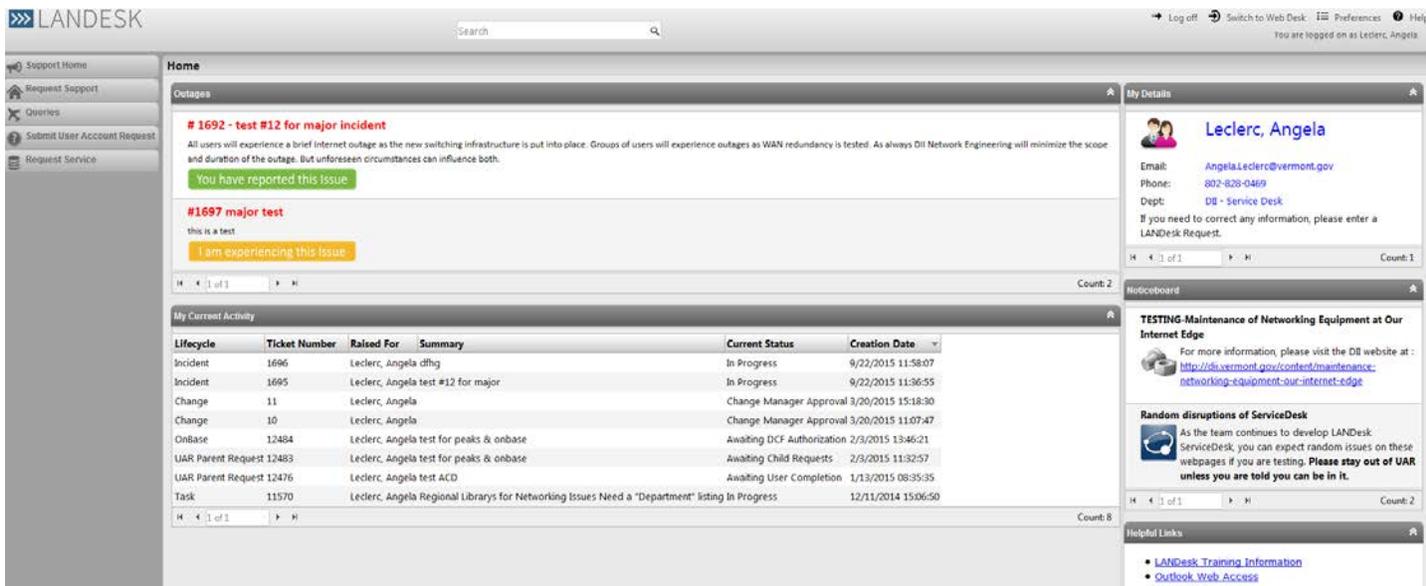
1) New functionality in Notes:

When a note is added to tickets, by default it will be sent to everyone (the requestor, the analyst, and any cc recipients that were added to the ticket). (NOTE: A user can selectively choose to unselect a recipient when adding a note)

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.

- a) This will allow users to view major incidents, but not lock out the analysts from providing updates to the tickets. Users can click on “I am experiencing this issue”. It will automatically create and link a ticket to the Major Incident, and will enable updates to the end user as well.
- b) This update will also include logged on user’s info in the upper right-hand side of the dashboard.



c) Open tickets for my department:

This has been the most requested change! By clicking on user details section (see above), it will take you to a new screen. If you click on the tab entitled “Open tickets for my department”, it should report all tickets currently open for users in your department (this assumes that the information in Active Directory is correct and updated).

Analyst - Leclerc, Angela

Save and close Save Cancel

Analyst

Full Name: Leclerc, Angela
 Login ID: Angela.Leclerc
 First Name: Angela
 Last Name: Leclerc
 Telephone: 802-828-0469
 Mobile Phone:
 Email Address: Angela.Leclerc@vermont.gov
 EmployeeID: 54862
 Department: DB - Service Desk
 Agency: VSMS
 Address: 133 State St Montpelier
 DepthName: DB

System Settings

Account Disabled

Network Logins Roles Groups Tickets for User My UAR Tickets **Open tickets by my Department**

Lifecycle	Ticket #	Raised For	Creation Date	Summary	Status	Latest Assigned Analyst	Latest Assigned Group	Last Update Date	DeptName
Incident	1700	James, Gregory	9/28/2015 10:04:51	test #12 for major	In Progress	Vansuch, Basil	LANDesk Admins	9/28/2015 10:06:22	DB
Incident	1698	Halme, Candi	9/23/2015 08:27:46	dfg	In Progress	Halme, Candi	Service Desk	9/23/2015 08:28:11	DB
Incident	1697	Vansuch, Basil	9/22/2015 12:00:05	fgfh	In Progress	Vansuch, Basil	LANDesk Admins	9/25/2015 14:41:41	DB
Incident	1696	Leclerc, Angela	9/22/2015 11:58:07	dfhg	In Progress	Leclerc, Angela	Service Desk	9/22/2015 11:58:28	DB
Incident	1695	Leclerc, Angela	9/22/2015 11:36:55	test #12 for major	In Progress	Vansuch, Basil	LANDesk Admins	9/28/2015 10:06:22	DB
Incident	1694	Halme, Candi	9/16/2015 13:14:45	test #12 for major	In Progress	Vansuch, Basil	LANDesk Admins	9/28/2015 10:06:22	DB
Incident	1693	Vansuch, Basil	9/11/2015 11:09:32	testing after db move	In Progress	Vansuch, Basil	LANDesk Admins	9/11/2015 11:10:09	DB
Incident	1692	Vansuch, Basil	9/9/2015 10:37:43	test #12 for major	In Progress	Vansuch, Basil	LANDesk Admins	9/28/2015 10:06:21	DB
New End User	25	Vansuch, Basil	8/19/2015 11:24:45	New LD End User	In Progress			8/19/2015 11:26:06	DB
Incident	1677	Halme, Candi	8/18/2015 12:05:12	test	In Progress	Halme, Candi	Service Desk	9/23/2015 08:26:57	DB
Medicaid Analytics	12740	Halme, Candi	8/12/2015 11:00:23	Test - Medicaid Analytics - Catherine West	In Progress	West, Catherine	DVHA Account Liaison	8/12/2015 11:09:30	DB
Medicaid Pharmacy Claims	12739	Halme, Candi	8/12/2015 10:42:49	Test - Medicaid Pharmacy Claims - Catherine West	In Progress	West, Catherine	DVHA Account Liaison	8/12/2015 10:54:35	DB
MMIS	12738	Halme, Candi	8/12/2015 10:19:20	Test - MMIS - Catherine West	In Progress	West, Catherine	DVHA Account Liaison	8/12/2015 10:36:55	DB
Service Request	17724	James, Gregory	8/8/2015 11:27:35	add	Open		Service Desk	8/8/2015 11:27:35	DB

Upcoming changes – in the next few weeks

3) Change to Self Service -- My 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. Stay tuned.

Changes made most recently:

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