

LANDesk User Group Meeting Log

Facilitator	Leslie Baker	Chair	N/A
Purpose of Meeting	First User Group Meeting		
Date of Meeting	March 12, 2015	1:00 – 1:35 PM	

Attendees:	Leslie Baker, DII	Dean Lafont, DII
Jayna Guilford, DII EPMO	Angela Leclerc, DII	Shawn Potter, DII
Karen Clark	Angela Lee	Bonny Lee
Lisa Nisen	Kathy O'Rourke	Ellen Pulsifer
James Shover	Michele Snyder	Jodie Wright
Nik Znamenskis		

Agenda Item/Topic	Discussion Points
Introductions	Leslie Baker welcomed everyone to the meeting and the group at DII introduced themselves and identified their positions within DII.
Purpose of LANDesk User Group	Angela Leclerc identified that the LANDesk team is seeking a user group to be developed. This is an opportunity for the end user group to communicate changes to the Change Advisory Board, obtain end user feedback and provide an opportunity to learn more about the end user experience.
Elect User Group Chair	<p>Nominations for Chair were requested. Angela Lee volunteered. No other nominations were made. James Shover seconded; hearing no objections, Angela Lee was elected as Chair.</p> <p>Leslie Baker will work with Angela Lee to determine who will coordinate meetings, take minutes, etc.</p>
Website & Helpful Links	<p>Leslie shared the User Group Page and the LANDesk Main page. Click below to access the links directly.</p> <p>LANDesk User Group Site http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk_users_group</p> <p>DII – LANDesk Support and Training Site http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk</p>

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	<p>Enterprise Service Management System (LANDesk project page) http://dii.vermont.gov/support/service_desk/Landesk_main You can find the LANDesk Change Request Form here</p>
Changes Happening in LANDesk	<p>Dean identified the following changes are upcoming in LANDesk:</p> <ol style="list-style-type: none"> 1. Offender Mgmt System – AHS DOC is ready for production 2. Change to relationships between Major / Child incidents 3. Streamlining the way User Account Requests “Close”, changing them to “Resolved” status and auto closing in 5 business days 4. Items that are awaiting an update to version 7.8
Next Steps	<p>The group agreed to meet monthly, keeping in line with the second Thursday. The next meeting will be April 9. Leslie will coordinate with Angela Lee to set it up.</p>

Decisions
<p>Angela Lee was elected as Chair.</p>

Action Items	Assigned To	Due Date
Publish Meeting Log to User Group Page	Leslie Baker	3/12/2015
Add Angela Lee to the CAB meetings	Angela Leclerc	3/18/2015