LANDesk User Group
Meeting Log

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Facilitator	Leslie Baker	Chair	Angela Lee
Purpose of Meeting	Second User Group Meeting		
Date of Meeting	April 9, 2015 1:00 – 1:25 PM		

Attendees:	Leslie Baker, DII	Dean Lafont, DII
Shawn Potter, DII	Jayna Guilford, DII EPMO	Karen Clark, VDH IT
Jodie Wright, BGS	Joanne Heath, AHS - DCF ISD	Sheila Kearns, LIB IT
Lisa Nisen, PSD	Ellen Pulsifer, VLC IT	Nik Znamenskis, AHS DVHA
Conda White, AGO IT		

Agenda Item/Topic	Discussion Points
Introduction of Angela Lee as the Chair	Angela Lee was not in attendance today
Changes Happening in LANDesk	Dean identified some upcoming changes in LANDesk as well as a few that took place since our last meeting on March 9th. **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. **Week of 3/16/15 - Changes to be made to LANDesk.** 2) More details in UAR emails – More information has been added to resolution emails in the following UAR lifecycles: AFG, ACD and Other. Work continuing to add same information to all resolution emails. 3) Printing Ticket Reports – If you wish to print out details of a ticket, use the FireFox web browser to print. It renders it very nicely. Because of this, we will be removing the ticket report (icon located in the upper right-hand side of tickets). The report is in Crystal, and does not accurately print a ticket.
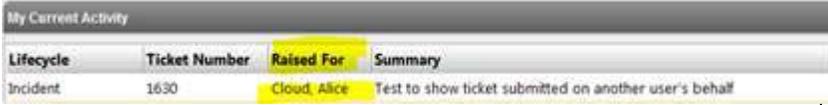
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	a. If you wish to print a form attached to a request (UAR), you will need to open that form, and print from that page. 4) Offender Mgmt. System – AHS DOC is ready for production which was implemented The week of 3/9/15
Discuss Potential Changes	Joanne Heath - DCF ISD is working on documenting requirements for their new application support IT request process in which we will want automated in LANDesk. DCF IT will submit a formal change request when the requirements are complete. Conda White – had a question about why when selecting an existing user in Landesk, do the other fields like phone number and physical address not populate from the AD. Leslie explained that the while the AD is undergoing a project to update with the latest information, information may be outdated if DII wasn't notified, and there are employees that work in more than one office. Also, Conda noted that she has seen LANDesk used in other organizations and was going to bring some screen shots to share at our next meeting. Because the AG's office doesn't have analysts license, they don't see the same thing DII Analysts do within LANDesk. Nik Znamenskis noted that in the Request Support module the suggested group is defaulted to the Service Desk and wondered if the Request Service could also be defaulted to the Service Desk. This would affect the Analysts only and help if the Analysts do not know for sure which group should be assigned. Nik also asked about the category becoming available perhaps to just the Analysts in Request Support to help guide the ticket in the right direction and perhaps automatically assign a group. Shawn Potter mentioned that there were possibilities for enhancements in this area down the road. Currently only the Service Desk triages by selecting the category and suggested group.
Website & Helpful Links	User Group Page and the LANDesk Main page. Click below to access the links directly. **LANDesk User Group Site** http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk_users_group **DII – LANDesk Support and Training Site** http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk

	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
Next Steps	DCF – ISD to Submit requirements for their new application support IT request process. Conda will share screen shots of LANDesk used in other organizations to see if it stirs up ideas or opportunities for use here. Nik will submit change request regarding the setting of a default Service Request category to Service Desk like it is in Request Support just in case the Analyst isn't sure where to route a ticket.

Decisions
Decision was made to keep meetings on the same schedule of the second Thursday of the month from 1PM to 2PM, Leslie will set up the next meeting for May 14th.

Action Items	**Assigned To**	**Due Date**
Publish Meeting Log to User Group Page	Leslie Baker	4/14/15