


LANDesk User Group Meeting Log

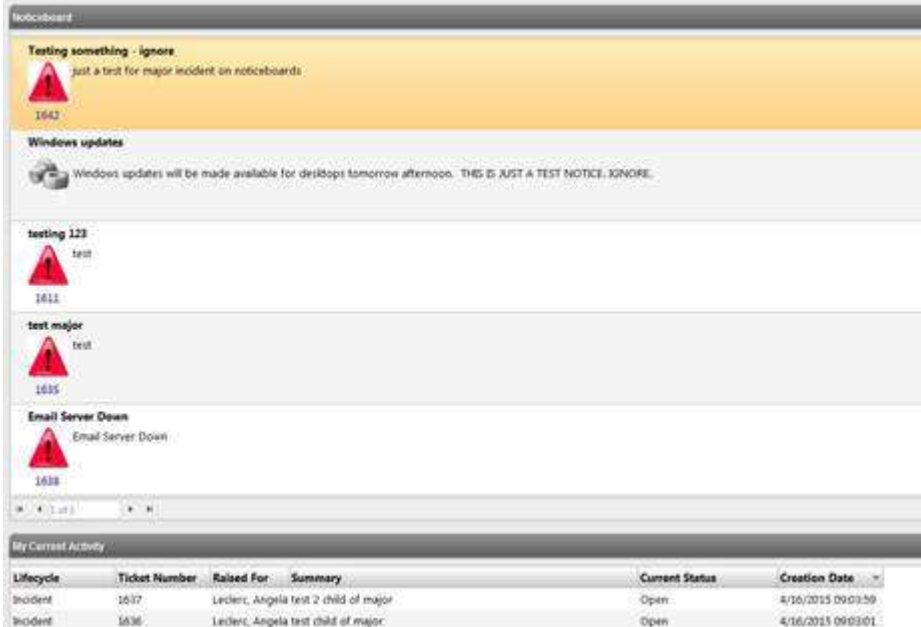
Facilitator	Leslie Baker	Chair	Angela Lee
Purpose of Meeting	Fourth User Group Meeting		
Date of Meeting	May 14, 2015	1:00 – 1:30 PM	

Attendees:	Leslie Baker, DII	Dean Lafont, DII
Kristy Pirie, DII	James Shover, AGR	Sheila Kearns, LIB
Morgan Ekland, AOE	Joanne Heath, AHS-DCF- ISD	Scott Adams, JUD - RIS
Brianna Fuller – BGS Purchasing & Contract Admin	Michelle Snyder - BGS Purchasing & Contract Admin	Nik Znamenskis, AHS - DVHA

Agenda Item/Topic	Discussion Points
Introduction of Angela Lee as the Chair	Angela Lee was not in attendance today
Changes Happening in LANDesk	<div style="text-align: center;">  </div> <p>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.</p> <p><u>Week of 5/11/15 - Changes to be made to LANDesk.</u></p> <ol style="list-style-type: none"> 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. <p><u>Upcoming changes – in the next few weeks</u></p> <ol style="list-style-type: none"> 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

LANDesk User Group

Meeting Log

	<p>from my dashboard, it will now appear, and I can see that I submitted for Alice Cloud.</p> <p>2) Rearranging Major Incident/Notice Board items on Self Service Dashboard We are rearranging the Major Incident notices to function more like a Notice Board 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.</p>  <p>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)</p> <p>All Changes/Enhancements are posted on our website: http://dii.vermont.gov/support/service_desk/Landesk_main</p>
<p>Discuss Potential Changes</p>	<p>Today we touched on Nik’s request to set 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.</p> <p>Leslie Baker suggested a potential change regarding column headings in queries perhaps not being static while scrolling down through tickets so that you can always see column headings.</p>

LANDesk User Group

Meeting Log

	<p>Leslie also reiterated that the group should be mindful when in LANDesk of things that might make their experience of the ticketing system more productive and either bring the idea to the next LANDesk User’s Group meeting or go to the link below for the Enterprise Service Management System (LANDesk project page) and submit a change request according to the instructions.</p>
<p>Website & Helpful Links</p>	<p>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> <p>Enterprise Service Management System (LANDesk project page) http://dii.vermont.gov/support/service_desk/Landesk_main</p> <p>You can find the LANDesk Change Request Form here</p>
<p>Next Steps</p>	<p>DCF – ISD to Submit requirements for their new application support IT request process.</p> <p>Leslie 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.</p> <p>Leslie will submit change request regarding column headings in queries perhaps not being static while scrolling down through tickets so that you can always see column headings.</p>

<p>Decisions</p>	
<p>Meetings with our LANDesk Administrators are now on a monthly schedule due to the fact that change requests are coming in less frequently.</p> <p>It makes sense to move the LANDesk User’s Group to every other month so that we have enough to material to discuss. Leslie will be on leave until after the first week in July and once she has returned will set up a meeting for the 3rd or 4th Thursday in July keeping to the 1PM to 2PM time frame.</p>	

LANDesk User Group Meeting Log

Action Items	Assigned To	Due Date
Publish Meeting Log to User Group Page	Leslie Baker	