



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 6/22/15- Enhancements to be made to LANDesk**

Once an incident has been declared a “Major incident” adding a child ticket will move the child to the same status as the parent ticket and assign it to the person/group assigned to the parent (major incident).

- Notes will apply from the parent to all children. Any additional updates should be done through the parent ticket. **Do not close a child ticket ahead of the parent ticket.**
- Closing the parent ticket will close all children tickets.

Additional details on major incident, as well as instructions to aid with the process can be found on page 15 of the analyst guide which is located on our website here: <http://dii.vermont.gov/sites/dii/files/PDF/Support/Incident-Analyst-Guide.pdf>