



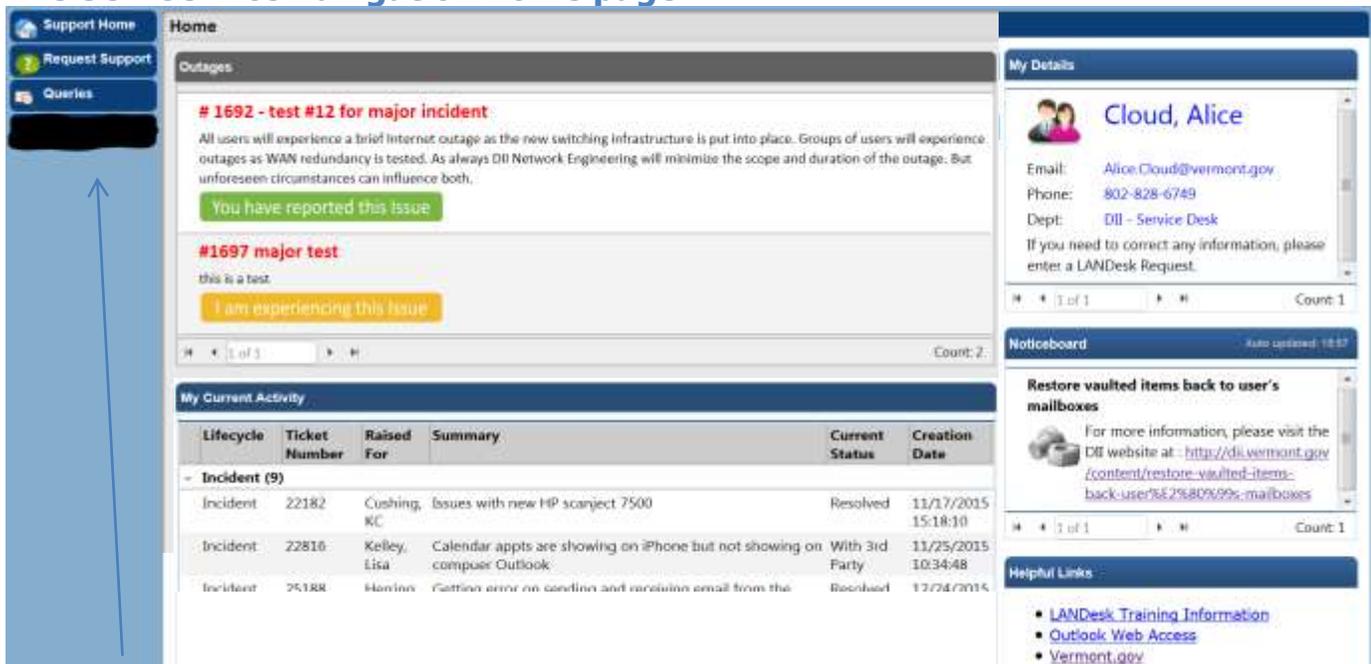
Overview

LANDesk "Request Support" has replaced the AHS TrackIT system and the DII Footprints system to streamline processes and improve the customer experience.

Log into LANDesk

- Go to <https://itsupport.vermont.gov> if your domain is VSMS, TAX or AHS. Your windows login credentials will pass through to LANDesk, and should log you in automatically.
- Go to <https://itsupport.vermont.gov/login> if your domain is different from above (example LABOR, DPS). You will need to use this explicit login. You use your email address as your user name to login to LANDesk.
 - NOTE:** Since this is a secure website, to access LANDesk Self Service from a remote location, connect via VPN or Citrix first.

The Self-service navigation home page



Navigation on the left of Self Service provides access to the different areas of Self Service that the requestor has the right to use. When clicking on a link at the left, the navigation bar becomes narrow, displaying only the group icons, to provide more space for the next window that opens that will need data input.

Outages/Major Incidents are when services could be having issues and impact many users (such as connectivity problems, Vault issues etc.). This area allows users to view outages/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, which enable updates to the end user as well.

My Current Activity shows your submitted tickets and tickets you submitted for other users. They are grouped by Incidents and Requests.

Incident = report when something doesn't work or is broken

Request = report your technology needs or request IT service

Clicking on the ► beside the activity expands the area and shows the tickets you have submitted and their status.

The Noticeboard will include upcoming maintenance and planned events.

Helpful Links area above will quickly bring you to websites that can provide information.

My Current Activity Status Definitions

Open – The incident/request has been created and is waiting for an analyst to be assigned.

In Progress – an analyst is assigned and working on the issue.

With Customer – the analyst has asked for more information and is waiting for a reply or note from the requestor.

With 3rd Party – ticket is waiting for an outside vendor or 3rd party to complete some work before analyst can finish with the ticket.

My Details (in upper right hand corner of home page)

By clicking in your “My Details” box, this will bring up a new screen that has tabs at the bottom of the screen to help you find tickets. The most requested change to the LANDesk system was to be able to see other tickets for your department. The tab for “Open tickets for my department” was created so you could see all tickets currently open for users in your department. There are also tabs showing other ticket types that may be helpful to view.

The screenshot shows the 'My Details' page for Alice Cloud. The page displays her profile information, including email, phone, and department. Below this is a table of tickets. A callout box with arrows points to the tabs at the bottom of the screen, which are labeled 'Tickets for User', 'Open Tickets for User', and 'Open Tickets for My Department'. The 'Open Tickets for My Department' tab is highlighted in yellow.

Lifecycle	Ticket #	Raised For	Creation Date	Summary	Status	Latest Assigned Analyst	Latest Assigned Group	Last Update Date	DeptName
LANDesk	83858	Fris, Brian	1/6/2018 15:37:47	Glenn needs to be given a Requester and Analyst license for LANDesk	Awaiting Authorization	Lectic, Angela	Service Desk	1/6/2018 15:42:27	001
LANDesk	83859	Fris, Brian	1/6/2018	Phil's Microsoft needs to be updated	Open for			1/6/2018	001

Request Support form

The screenshot shows the 'Request Support' form. The form is titled 'Incident' and contains several sections. The 'User Details' section includes fields for 'Raise User', 'Email Address', '* Phone Number', '* Physical Location', and '* Department'. The 'Incident Details' section includes fields for '* Summary' and '* Details'. A callout box points to the 'Request Support' button in the top left corner of the form.

Click "Request Support" to open a new form to input the details of the support you need. Be as thorough as possible in describing the issue or need.

If you are submitting a ticket for **yourself**, you do not need to fill in a Raise User name or email address in the first two fields. The ticket, upon submission, will show in your home page as your current activity.

If you are submitting a ticket for **someone else** (*another user*), you need to choose that person from the dropdown arrow list ▼. Start typing their last name and an auto-prediction list will come up for you to carefully choose their name. Those people who have similar names can be confusing. Click on the person's name and it will populate the field and their email address will also populate. **Upon submission, the ticket will show in that person's home page as their current activity and also show in your current activity identifying the "Raised For" user's name that you submitted the ticket for.**

- ❖ If the other user's name doesn't exist in the dropdown list, state that in the Details field along with the description of issue. You will then submit the ticket as yourself and won't need to fill in the name field.

Phone Number, Location, and Department are mandatory fields for your contact information if you are submitting the ticket for yourself OR the other person's contact information if you are submitting for another user. In the Location field, please be as descriptive as possible so you can be located if a technician needs to come to your desk.

Incident Details:

***Summary** is mandatory to briefly summarize what the ticket is for.

***Details** is mandatory where you describe what problem or issue you are having or what IT service you need provided. Please be as descriptive as possible.

Attachment field allows you to upload screen shots to show possible errors or upload forms needed with a service request.

What happens when you choose "Save and close", "Save", or "Cancel"

When finished with the form, you will have the following option buttons:



Save and Close – Submit the ticket by clicking Save and Close. This will close out the form after it submits the ticket showing that it was logged and brings you back to the navigation page.

Save – Saves the information **and** submits the form but will not exit the form. Actions will appear on the left of the form so you can add an additional attachment, add a cc: recipient, and/or add a note if you forgot to mention something in the ticket before you saved/submitted the ticket. (See Actions after submission below). Also when you have the ticket open to make any of these actions (or are just looking at the ticket), it will be in a "locked" status until you either 'save and close' or 'cancel' out of the saved ticket. (SEE LOCKED TICKET Below)

Cancel – Cancels the form and no information will be saved that may have been typed.

Locked Ticket

When a ticket is open for viewing/editing, this locks the ticket from Analysts being able to work in or add information to the ticket. Please make sure that you "save & close" or "cancel" out of a ticket when you no longer need to be in it. **Do not just "X" out** of the ticket as that will leave it locked by you and the analyst will not be able to work the ticket.

Actions after submission

Once the ticket has been triaged by the DII Service Desk to the appropriate technical group, you will receive an email referencing the ticket number.

NOTE: If you submitted the ticket for another user, the user will receive the email from LANDesk, and the ticket will show up on their dashboard. They will be responsible for working with the analyst in regards to the submitted request for support.

Interaction with Ticket

Email

The requestor can reply to email at any time and it will be added to the "notes" section of the ticket. If you need to respond to an email, **NEVER change the subject line of a notification from LANDesk because that is how LANDesk identifies with the ticket. Any changes made to the subject line may result in a lost email response.**

#	Text	By	Created
1	Please attach request form with approvals	Provost, Jonathan	10/28/2014 13:48:22
2	yes	Test-Requestor	10/28/2014 13:51:57

All e-mail correspondence is stored in the "Notes" tab of the request form. From the "Dashboard", click on the ticket and then the "Notes" tab at the bottom of the request form.

To open the note, just click on which note you want to see.

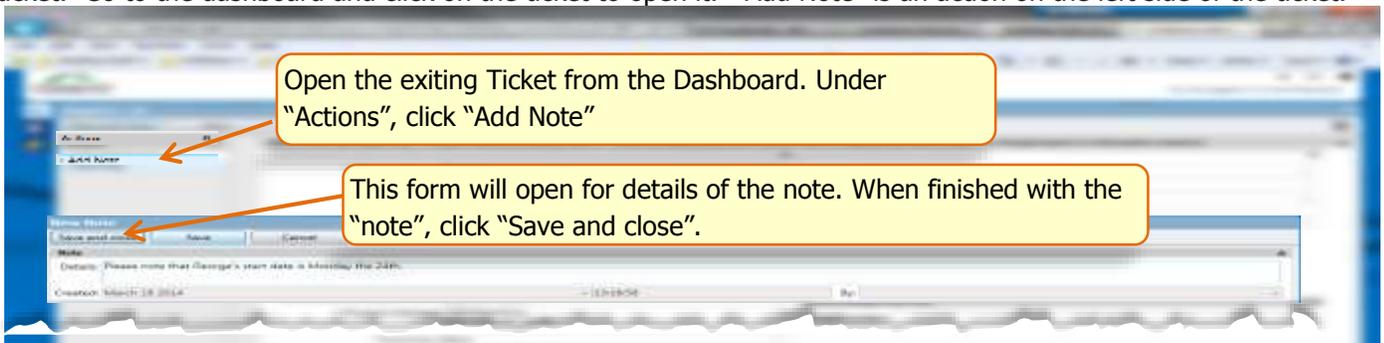
More Information Needed

Once the ticket has been submitted, an email asking for more information may be sent by the analyst. The email will contain the ticket number and what information is needed. This changes the ticket status in the dashboard to "With Customer" waiting for a response. **This means we are waiting for a response from the requestor (or the user having the issue) before we can complete the ticket.** When a response has been made, the ticket status changes back to "In Progress".

To reply, when more information is need, see "Email" section above and "Add Note" section below

Add Note

To interact within the ticket – perhaps ask a question or answer an analyst’s question -- the "Add Note" action appears and can be used. The note is added to the existing ticket and will email the support analyst handling the ticket. Go to the dashboard and click on the ticket to open it. "Add Note" is an action on the left side of the ticket.



Add a CC Recipient

If you need to add CC recipients to open incidents/requests, you can use the **Add CC Recipient** action. The following screen will open. Type in the recipient’s email address and Save and Close. They will receive all email notifications from the ticket going forward. To add more than one recipient, you will need to click the action button for each recipient you want to add. They will be listed under the :CC Recipients section at the bottom of the ticket.

Save and close Save

Actions

- ▾ Add Attachment
- ▾ Add CC Recipient
- ▾ Add Note

New Incident CC Recipient

Save and close Save Cancel

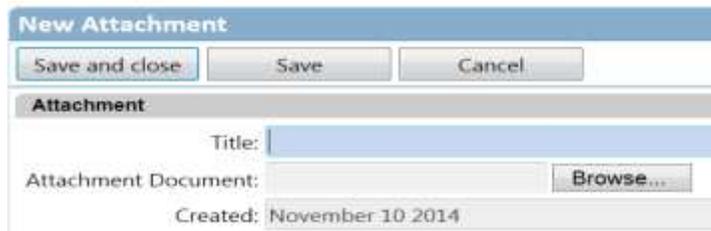
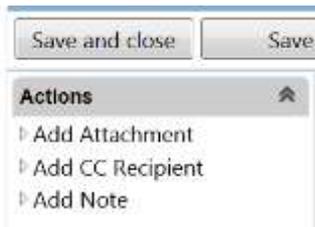
Email Address:

Once added, see bottom of ticket for list of cc recipients:

Assignments	Escalation Points	:CC Recipients:	Incident History		
<table border="1" style="width: 100%;"> <thead> <tr> <th>Recipient Title</th> </tr> </thead> <tbody> <tr> <td>alice.cloud@state.vt.us</td> </tr> </tbody> </table>				Recipient Title	alice.cloud@state.vt.us
Recipient Title					
alice.cloud@state.vt.us					

Add an Attachment

If you need to add additional attachments to a ticket, you can use the **Add Attachment** action. The following screen will open. Type in a title for the attachment and then browse to find where you saved the attachment. (You can add more than one attachment by clicking on the Add Attachment button for each one.)



Assignments	Attachments	Escalation Points	Par
Summary	Uploaded Date	Uploaded By	
3rd attachment	11/7/2014 15:33:27	Test-End User	
2nd attachment	11/7/2014 15:32:49	Test-End User	

Once added, see bottom of ticket for list of attachments:

Ticket Priority and Resolution Timeframes (SLAs)

Once the ticket is created by the customer, the DII Service Desk determines whether it is an incident or service request, assigns a priority and triages it to the appropriate technical group. The default priority of “medium” is used unless the customer defines within the ticket information that a different level or specific date/time is required. The following are the priority definitions:

- **Critical** – Used when many people are affected by this incident and critical services are affected (example: Critical systems are Email, Network, Mainframe, Payroll (ERP), (any system as identified by the COOP plan).
- **Urgent** –Used only for tickets coming from the Governor’s office, Agency Secretaries or Commissioners, appointed or elected officials.
- **High** –Used when one or more customers are experiencing a problem that needs fairly quick attention.
- **Medium** – (default priority used) Used when 1 or more customers are experiencing a problem that has a work around.
- **Low** –Used when 1 or more customers are experiencing a problem that is not affecting their work, but they would like it fixed.

After a ticket has been submitted, there are DII Service Level Agreements (SLA) in place that outline the resolution/completion timeframes for both incidents and service requests. Most normal, routine incidents/requests are completed in less time than the SLAs noted below. The DII goal is to complete 90 % of tickets within the defined SLA times. To read all the information about SLAs please visit the DII website at http://dii.vermont.gov/support/service_desk/sla.

Incident/Services Requests	
Priority	Published External – Resolution/Completion
Critical – <i>Incidents Only</i>	2 business days
Urgent	3 business days
High	5 business days
Medium	7 business days
Low	10 business days

Ticket Resolution/Closure

A final email will be sent when your ticket has been resolved. The email will contain the ticket number and details of the resolution.

NOTE: If you feel your issue or service request has not been resolved, you have 5 business days to re-open (unresolve) the ticket. Contact the DII Service Desk by calling 802-828-6620 or toll-free 855-828-6620 to

determine what steps are needed for that process. Once a ticket has been moved to a closed status after the 5 days, the ticket cannot be re-opened and a new "Request Support" form will need to be submitted.

Customer Satisfaction Survey

You will be sent an email asking you to complete a Customer Satisfaction Survey. We encourage you to take a few minutes to fill this survey out to let us know how we are doing. The individual ticket's survey will expire in 5 days. If you could complete it before then, we would appreciate it as customer satisfaction is important to us.

The link in the email for quick access to LANDesk and the survey can be used by AHS, VSMS, & Tax domain users but for other domains, the link will not work and you will need to explicitly login to LANDesk yourself (like you did when submitting the ticket) for completing the survey. After login, from your main page, expand the incidents and requests to see the current status of your tickets. If it's in Survey Completion or Request Survey Completion, click on the ticket and you will see an Action called Complete Survey.

Lifecycle	Ticket Number	Raised For	Summary	Current Status	Creation Date
Incident (1)					
Incident	27314	Leclerc, Angela	Issues with Office since changing my password	Survey Completion	1/26/2016 11:28:12
Request (8)					
Service Request	65750	Leclerc, Angela	HDA accounts	Request Survey Completion	1/21/2016 14:30:16
Service Request	66090	Leclerc, Angela	Need quote for phone number to be used with Skype for Business	With 3rd Party	1/25/2016 08:28:45
Service Request	66282	Leclerc, Angela	Edit DII - CAB DL	Request Survey Completion	1/25/2016 13:57:38



Click on Complete Survey and it will take you to the survey for completion.

Closed Activity Query

You may view all closed tickets on a separate Queries Page.

Support Home Home

Request Support Helpful Links

Queries My Closed Activity [Training Information](#)

- [Outlook Web Access](#)
- [Wireless & Cellular Services Info](#)

My Current Activity

Reference Number	Summary
Request (2)	

You can view closed tickets by hovering over Queries on the left, and then clicking "My Closed Activity". A List of Resolved/Closed tickets will appear on your screen.

All requests are submitted as Incidents. Based on a review of the details in the ticket at submission, it could be converted to a Service Request. You will see the different types of tickets listed below. There is also a few searching features so you can narrow down the results of your tickets. It will first show you all tickets then fill in search feature you want to use and hit enter. This brings back only the tickets based on your search. Then click on the ticket you want to view. You will be able to see what was in the ticket.

Process List

- and
 - Status Is Completion equals *true*
 - or Status Is End equals *true*
- and
 - Raise User is current user
 - or Created By is current user
- and Was converted to a Request equals *false*
- and Last Update is between dates: [] []
- and Ticket Number equals: []
- and Raise User Name contains: []

Lifecycle Title	Ticket Number	Raised For	Summary	Current Status	Creation Date	Last Update
Activity (9)						
Incident (472)						
Request (3669)						

You can use a search feature to bring back results based on your search. The resulting tickets will appear on your screen to expand and review. and click on the tickets after you expand the view of tickets.

Resolutions and Closures Tabs: Resolved Incidents and closed Service Requests have tabs at the bottom of the page in which you can view detail typed when the ticket was completed.

Assignments **Resolutions** **Closures** Escalation Points Incident History

Serial Number

1

DO NOT Submit User Account Requests by using Request Support

The Request Support form is not to be used for “new hire” accounts, transferring employee accounts, changes to permissions and permissions of accounts, terminating employee accounts. These account actions are handled in a different module of LANDesk that require authorized requestors to put in the request. If you do not see this button on the left-side of your Home Page and feel you should be identified as an Authorized User Account Requestor, please contact your supervisor to get additional information, or call the DII Service Desk.



Information

The LANDesk Training Information Site has more training materials available and updates the material frequently. Go to http://dii.vermont.gov/support/service_desk/landesk/training to review what is there and print off what may be helpful for you.

Report LANDesk Issues

If you are experiencing issues submitting a Request for Support, please follow the instructions below:

- Submit a “Request Support” ticket within LANDesk. If you cannot do so, then do the following:
 - Call 802-828-6620, option 1, or toll free 1-855-828-6620, option 1
- For LANDesk Change Information and Process: http://dii.vermont.gov/support/service_desk/landesk

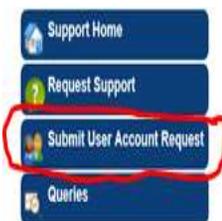
When to use Request Support ticket for IT issues...examples:

- Something "IT" is broken or doesn't work
 - Printer will not print. Or clear the queue
 - Outlook email/Calendar issues
 - Unable to open or close a program – an error message appears
 - Computer connection issue like the Network/internet is down
- Need an "IT" service performed
 - Create/Remove an IT Active Directory group or folder
 - Create/Remove an email Distribution List or shared mailbox
 - Software update is needed – Adobe / Java / Brower upgrade
 - Simple Global Address List (GAL) changes in Outlook such as, phone number change, location address changes.



When to ask an Authorized Requestor to submit a ticket...examples:

Authorized Requestors are the only ones that have a User Account Request button on their LANDesk homepage.



- ❖ An individual wants access/permission/removal to an existing shared folder, security group, and/or email distribution list.
- ❖ An individual requires a change to an account such as adding or removing an account due to changes in job duties.
- ❖ An individual has a name change that would affect their account(s).

If you don't see the Submit User Account Request button, you are not an authorized requestor. If you don't know who in your department is an Authorized requestor or if you feel you should be one, please contact your supervisor or the DII Service Desk for additional information.

The Request Support form is not to be used for "new hire" accounts, transferring employee accounts, changes to permissions and accesses of accounts, terminating employee accounts.