User Account Request - Analyst Guide

Login

https://itsupport.vermont.gov/

Windows Integrated Login will pass your existing Windows credentials and log you in automatically.

Information – Questions/Report Issues

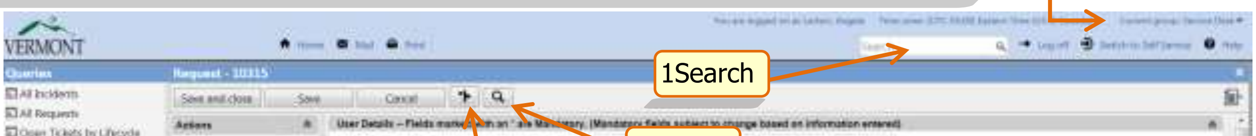
DII Service Desk:

- Call 802-828-6620, option 1, or toll free 1-805-828-6620, option 1
- Create a Request Support ticket in LANDesk

Training Documents: http://dii.vermont.gov/support/service_desk/landesk/training

LANDesk Web Desk Toolbar

For those that are members of more than one group, click on the down arrow to switch groups.



1Search

2Search

Click to view workflow process diagram.

Click while in a request to launch a new email; the subject will reference the request number and a link to the request will be in the body.

Click to open the print dialog box and print current request.

Click to log off.

Click to switch between Web Desk and Self Service.

Click to launch the help system.

1-Use the search function to search anywhere in LANDesk – you can search for ticket #s directly here

2-Use the search function in a ticket – you can highlight a field, and then click on the to search and it will populate with all info matching highlighted field

Dashboard Statuses

Awaiting User Completion – the request form has been started but is not yet complete until an account request has been entered and submitted. (Nothing gets forwarded until "submit" is clicked by the requestor)
Awaiting Account Creation – the "child" request has been assigned and is being worked by an analyst.
Awaiting Authorization – the request requires prior approval and is waiting for an approving authority to approve.
In Progress – the request has been submitted and waiting for accounts to be created.
Out with Customer – the analyst has asked for more information; the request is waiting for a response or action from the requestor.
Awaiting Child Request – the "parent" will have this status until all the "child" requests have been completed and closed.
Request Fulfilled – the request has been completed but not yet closed by the analyst.
Open – the request has not been assigned.
Closed – The request is closed and cannot be reopened.

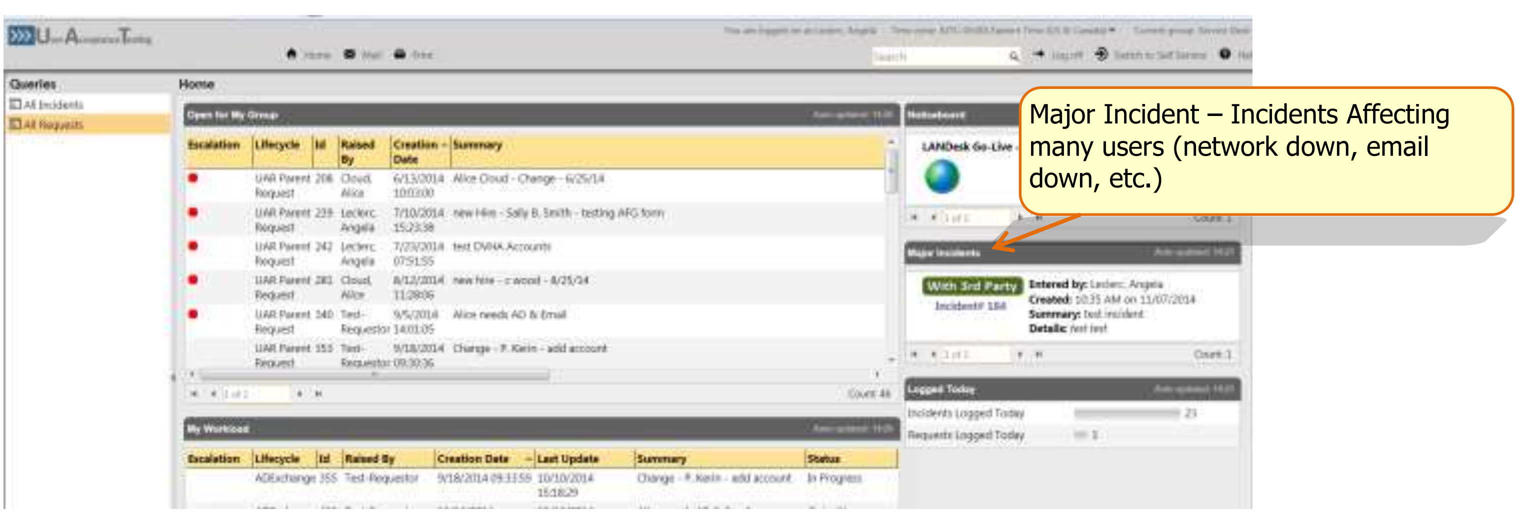
NOTE: LANDesk Dashboard is set to refresh every 3 minutes.

Noticeboard

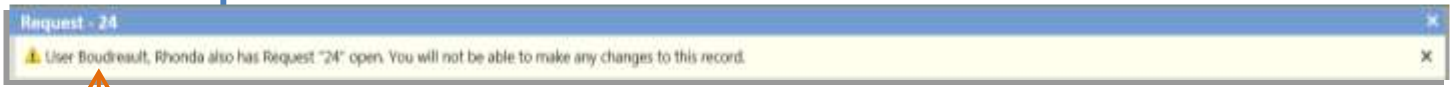
The Service Desk has permission to add Notices to the Notice Board.
Noticeboard is on the right-side of the Self Service Dashboard. The Noticeboard will include upcoming maintenance and planned events.

Major Incident

Major Incidents are when services could be having issues and impact many users (such as connectivity problems, Vault issues etc.). For detailed instructions on how to use Major Incident, see section below.

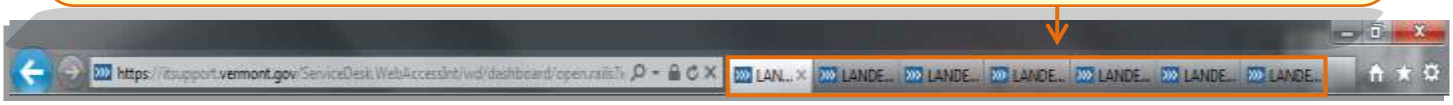


Unlock a Request



This message indicates that another analyst has this request locked. That analyst will need to cancel out of the request so you will be able to update your information.

Depending on your browser settings, make sure to check if you have multiple windows open, one of them may be the "locked" request.



When a ticket is open, this locks the request from other analysts being able to add information to the request. Please make sure that you "save & close" or "cancel" out of a ticket when you no longer need to be working in it. Do not just "X" out of the ticket as that does not unlock it. You must either "save & close" or "cancel" out of a ticket. If you mistakenly forget that you have ticket open, after 20 minutes, the ticket will automatically unlock.

New Request

When a new request has been submitted, the analyst will receive an email that a request is awaiting assignment. The email will contain the User Account Request (UAR) number, the type of request, the user name, and effective date. **NOTE: Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the request. Any changes made to the subject line may result in a lost email response.**

These are the requests that will appear on the Main Dashboard as Open Requests for My Current Group. They are also called Child Requests as these are the tickets that the analysts will work from. See Look for Work below.

- A Parent Request is also created but this ticket is not actually worked in. It holds all the information of account requests(child requests) for that user and the Parent Request will remain in an "Awaiting Child Request" status until all children are closed. Then it will close automatically.

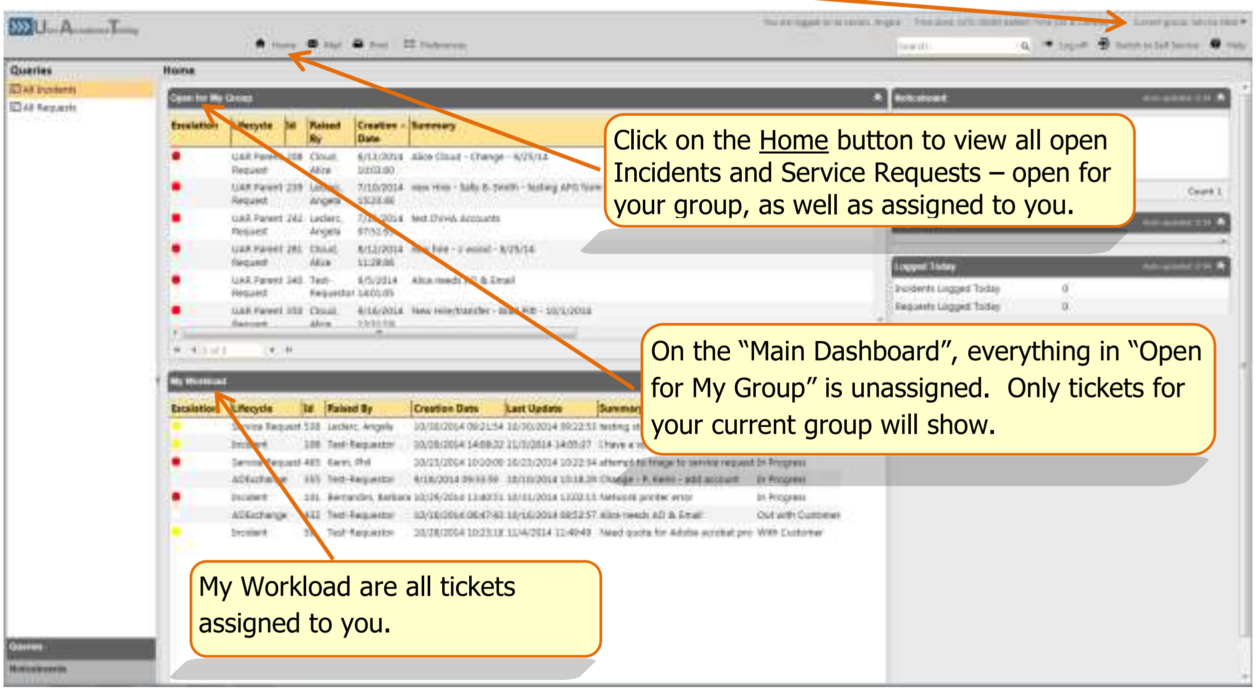
View Requests

Open/Unassigned tickets for your group

Click on the **Home** button to view your Main Dashboard. The top query is all incidents and service requests (including UAR requests) open for your group that are unassigned. You can click on the ticket number and assign the ticket to yourself.

The bottom section entitled "My Workload" is everything that is assigned to you. Both of these queries will exclude resolved, closed, and survey completion tickets. Those are available to be viewed on the Queries (see Queries below).

****NOTE:** Remember, if you belong to more than one group, you have to check which group you are viewing. Click on the current group dropdown to change your group.



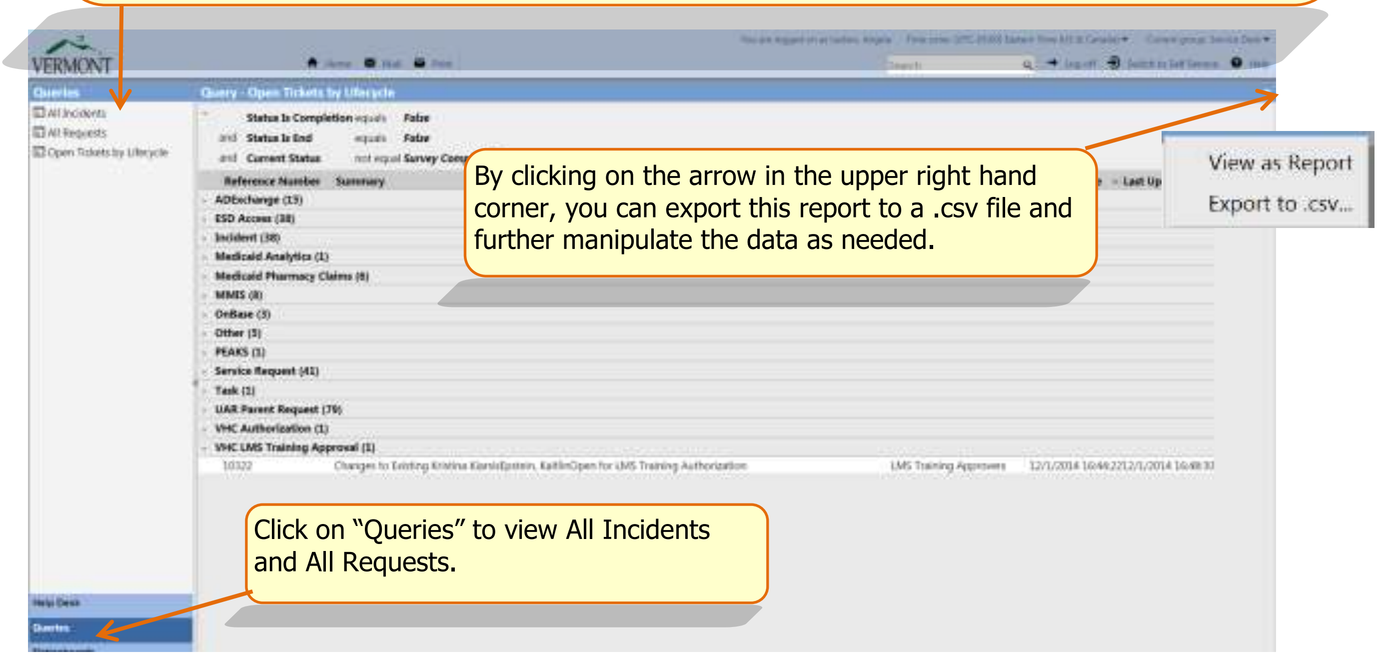
Please note the pages – you may have to scroll through pages, or click on columns to sort different.

Query views

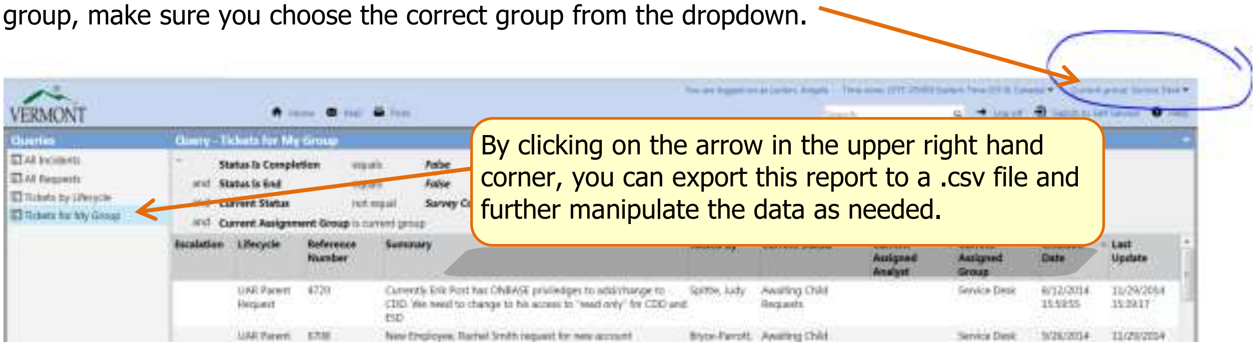
The "All Requests" query allows you to perform searches for your analyst group, status, by date, etc. by filling in the top area using the drop downs. (You may need to press enter)

The "All Incidents" Query works in a similar manner by bringing up parameters that you can search on. You can sort the results by any one of the columns by clicking on the column heading.

Open Tickets by Lifecycle – sorts the tickets by lifecyle (incidents, service requests, and UAR workflows)

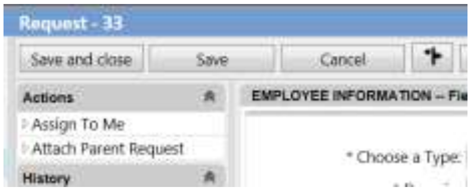


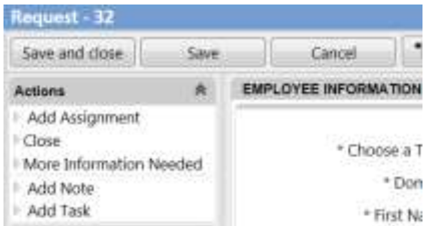
ALL tickets currently assigned to your group, or members of your group. Remember, if you belong to more than one group, make sure you choose the correct group from the dropdown.



Remember, if you want to go back to your Main Dashboard, click on the **Home** button.

Assigning Requests





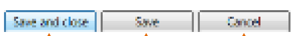
Click once on the child request to open the request form and click "Assign to Me". The request will disappear from the "Main Dashboard". It will now be viewed from the "Requests Dashboard".

If the request needs to be re-assigned to another analyst within your workgroup, for whatever reason, click on "Add Assignment"; and assign appropriate analyst.
DO NOT add an assignment to a different analyst group thru this manual process. LANDesk has automatic workflow and permissions that take place when you complete your part of the work which will assign the next appropriate Analyst group to the ticket, as necessary.

** Please note: For those Analysts that are also "Requestors", if you submit a request, please do not work in that request yourself as an analyst. Do not assign or close your own submitted requests that are outside of your Work Group. Let that Group handle the ticket. Adding a note should be the only action you take if you are looking for a status update on your request.

When to choose "Save and close", "Save", or "Cancel"

When finished with any form, the requestor will have the following options; NOTE: none of these options will submit the request



Cancel – Cancels the form and no information will be saved.

Save – Saves information on the form but will not exit the current form. New actions may appear.

Save and Close – Click Save and Close to save the information on the form and return to the main request.

NOTE: NEVER PUT ACCOUNT CREDENTIALS IN A LANDESK REQUEST OR EMAIL. Follow the normal process currently in place for notifying the user of their credentials, i.e. secure email, phone call.

Once the request has been submitted, LANDesk will generate an email containing the User Account Request (UAR) number requesting more information, informing the requestor that a note has been added to the request, the account has been created, the request has been approved or rejected, etc. The requestor can reply to the email at any time and it will be added to the "notes" section of the request.

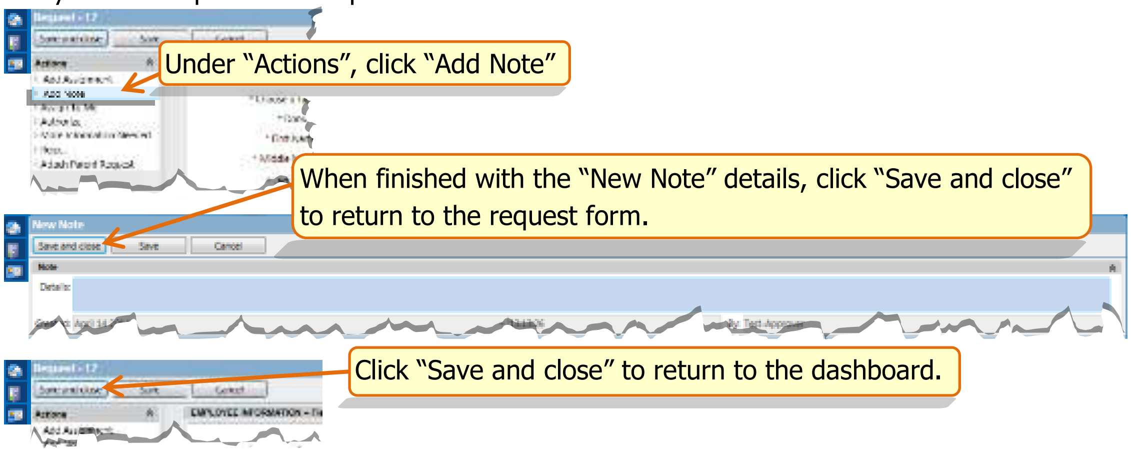
AD Dependent Accounts

The following actions are dependent on Active Directory / Email creation to happen first in the workflow, and then the other requests will be issued. They will have a status of "Awaiting Active Directory Account Creation".

- LANDesk Account
- AFG
- Medicaid Pharmacy Claims
- PEAKS
- Medicaid Analytics
- MMIS
- OnBase

Add Note

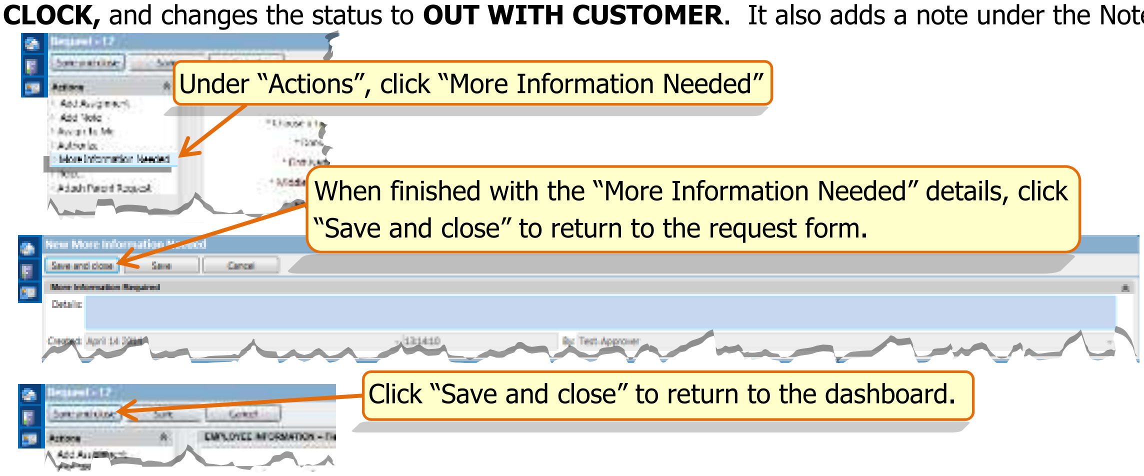
To interact with the request – perhaps ask a question, use the "Add Note" action. This will be added to the existing request. Go to the dashboard and click on the request to open it. This is used more for informational purposes, it isn't necessary for the requestor to respond.

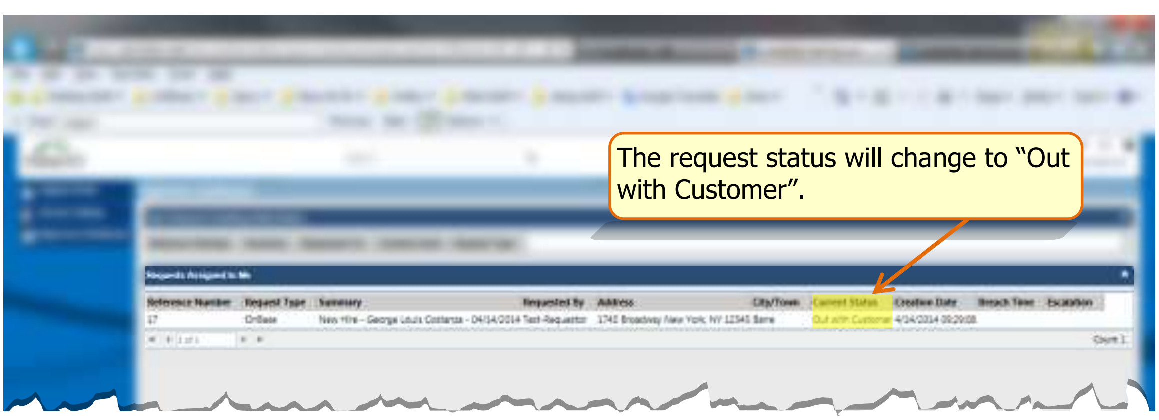


The requestor will receive an email informing them that their request has been updated. The dashboard status will not change.

More Information Needed

Once the request has been submitted, the analyst may request more information. The requestor will receive an email containing the User Account Request (UAR) number and what information the analyst is requesting. This **STOPS THE SLA CLOCK,** and changes the status to **OUT WITH CUSTOMER**. It also adds a note under the Notes tab.





Once the requestor responds, it will be added to the "Notes" tab located at the bottom of the child request. **ANALYST HAS OPTION TO SELECT BACK FROM CUSTOMER AT ANY TIME,** but it must be selected in order to move forward in the workflow.

The analyst must then click on "**<u>Back from Customer</u>**" in order to proceed with the request.

NOTE: Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the request. Any changes made to the subject line may result in a lost email response.

NOTE: NEVER PUT ACCOUNT CREDENTIALS IN A REQUEST OR IN AN EMAIL.

All email correspondence is stored in the "Notes" tab of the request form.

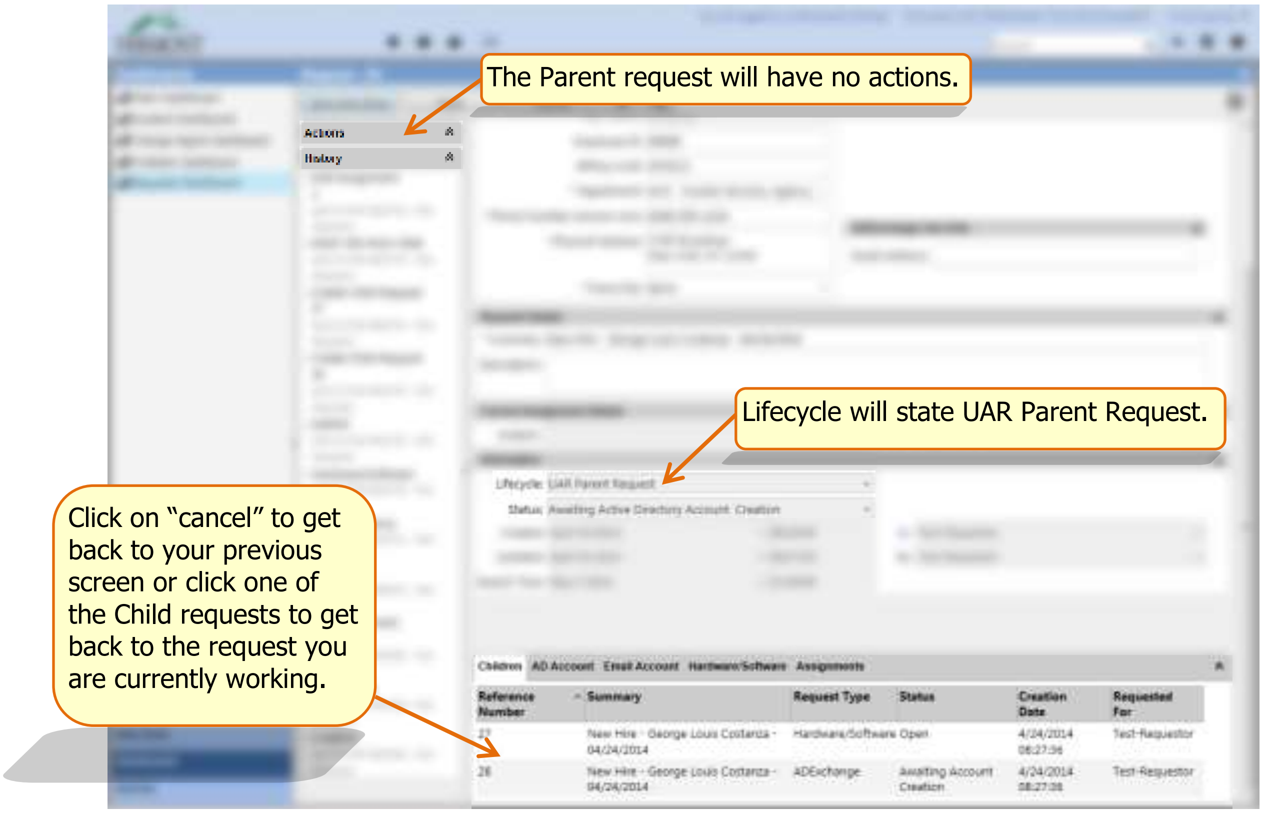
From the "Dashboard", click on the request to see the "Notes" tab at the bottom of the request form.

Notes

Number	Text	By
1	Is George transferring from another department?	Test Approver
2	No, George is a new user... Rhonda Boudreault State of Vermont - DII 802-828-5856 -----Original Message----- From: DII - Landesk Request Sent: Monday, March 24, 2014 10:21 AM To: Boudreault, Rhonda Subject: UAR Request# 28: More Information Needed regarding a Medicaid Analytics New Hire Account Request. Is George transferring from another department?	Test-Requestor
3	Will George need additional access?	Test Approver

When you find yourself in the "Parent" request

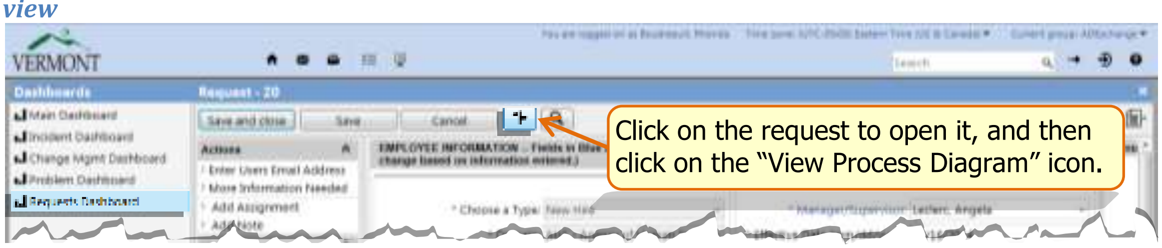
Your work is performed on the **child requests**. Ways to know when you are no longer in the child request are:



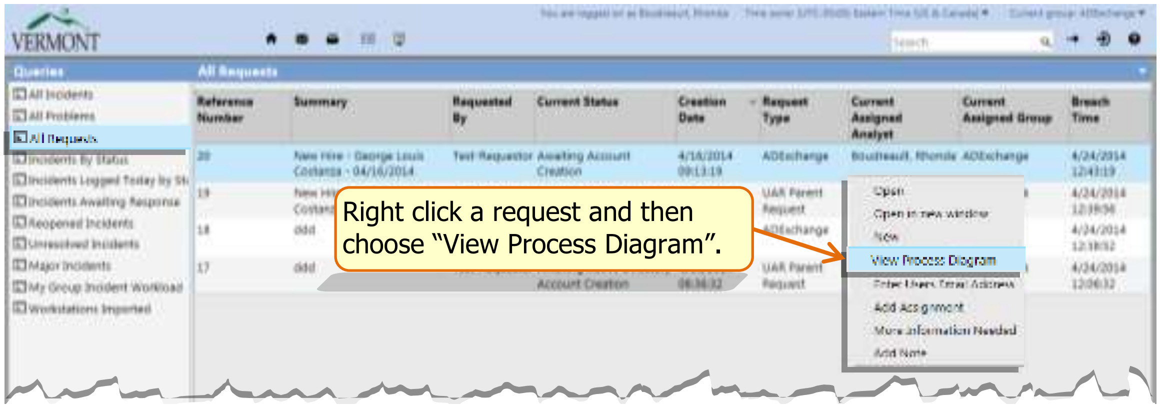
View Process Workflow Diagram

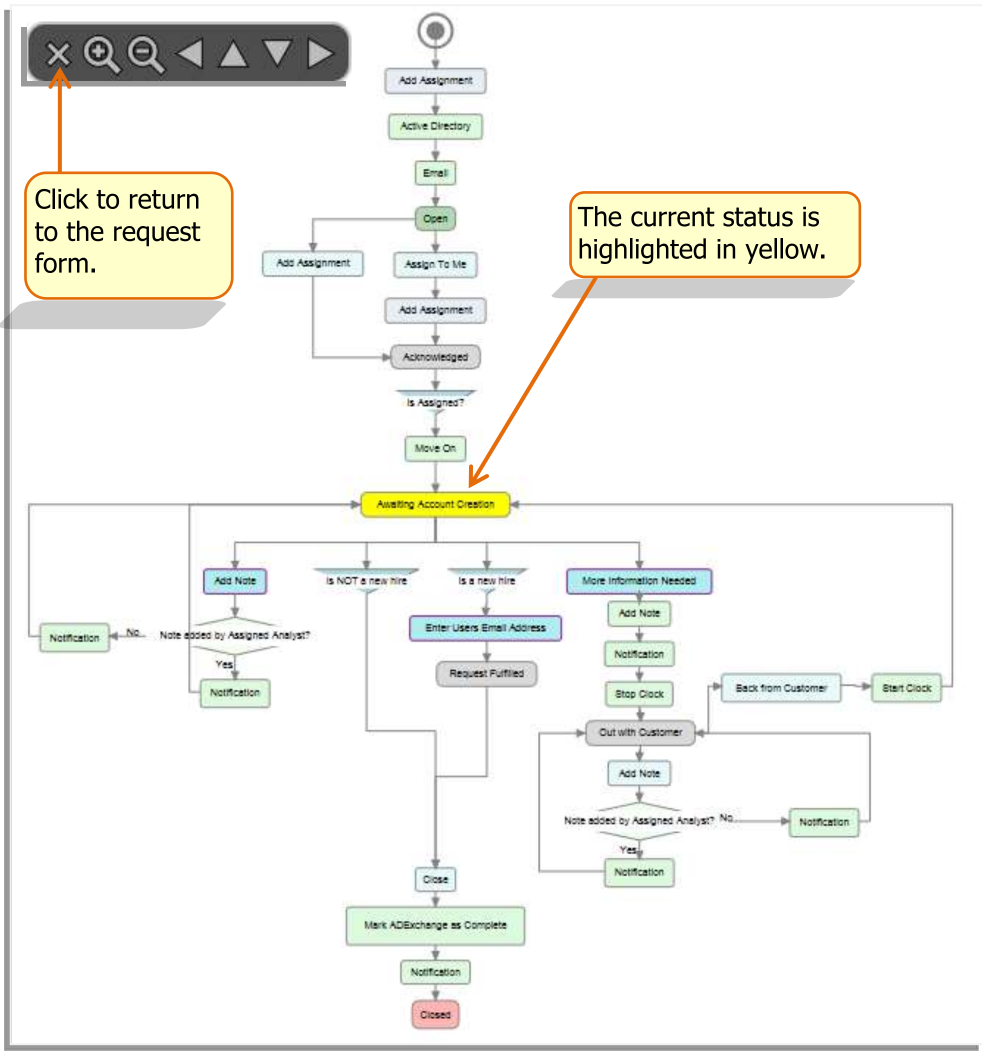
The process diagram is very helpful for an analyst to utilize to understand where and what the current status of the request is in. The diagram highlights in yellow the current status and also shows the genealogy of the request process for the action chosen. See sample on next page.

Dashboard view

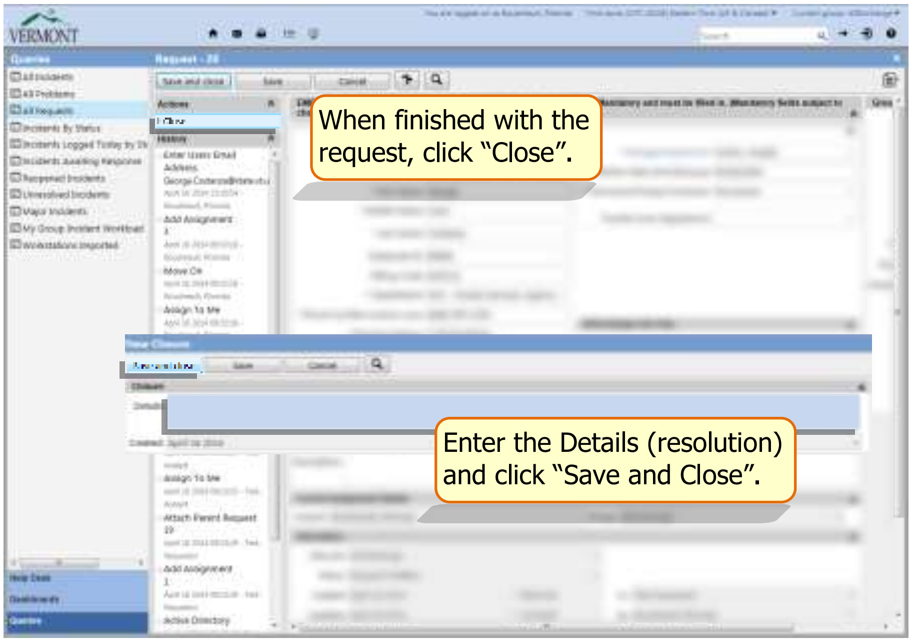


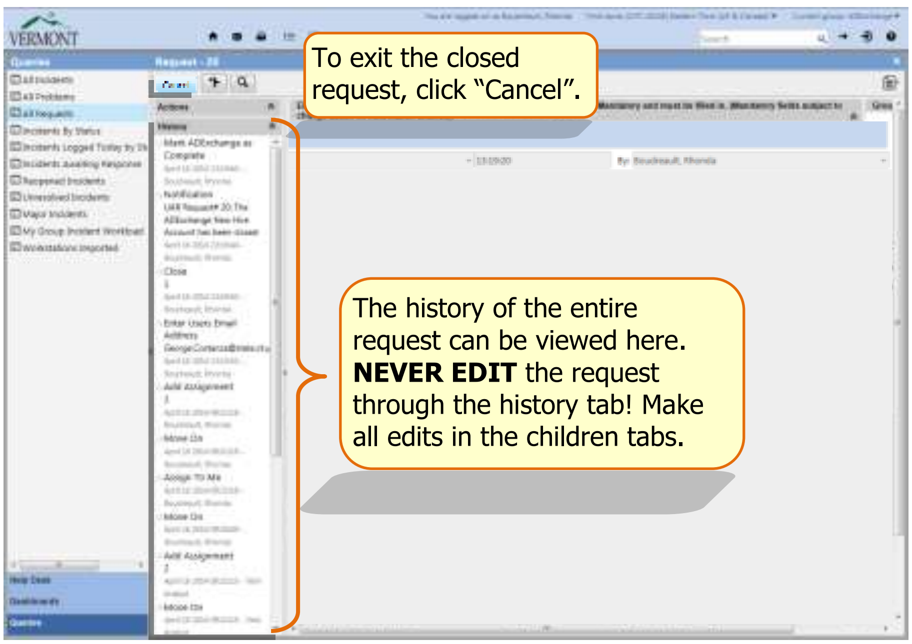
Query view


Right click a request and then choose "View Process Diagram".
VERMONT
Queries
All Requests
View Process Diagram

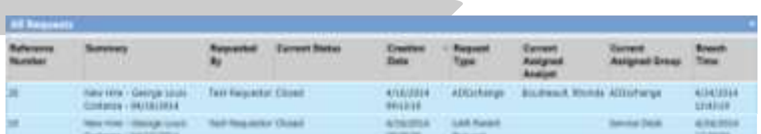

Click to return to the request form.
The current status is highlighted in yellow.
Add Assignment
Active Directory
Email
Open
Add Assignment
Assign To Me
Add Assignment
Acknowledged
Is Assigned?
Move On
Awaiting Account Creation
Add Note
Is NOT a new hire
Is a new hire
More Information Needed
Notification
Note added by Assigned Analyst?
Enter Users Email Address
Request Fulfilled
Stop Clock
Back from Customer
Start Clock
Out with Customer
Close
Mark ADExchange as Complete
Closed

Close a Request

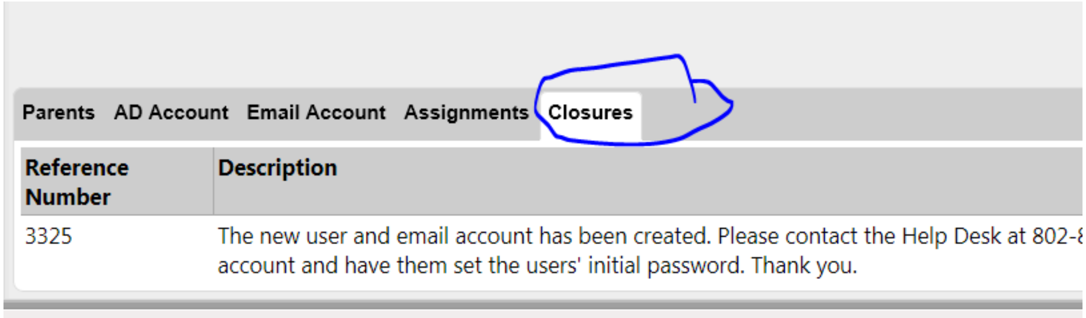




The status will now be "Closed". When all requests have been completed, the "Parent" request will automatically close. Queries -> All Requests to view all requests, including closed.

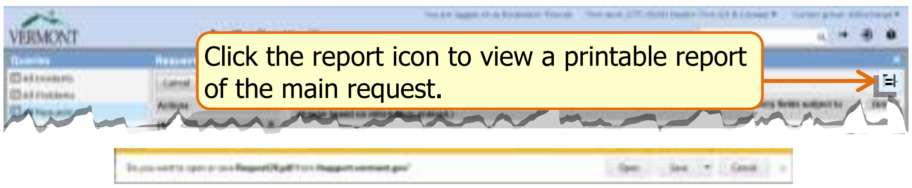


Closed requests now have a new Closures tab at the bottom of the request in which you can view the details typed when a ticket was closed by an analyst. You would open the ticket you are interested in and then scroll to the bottom of the screen. Click on the word "Closures" and the description information will appear regarding that requests closing.



View Request Report

If, for whatever reason, you would like to or need to print the main request, this is how you get a report summary. .



If you want to know what action requests are requested for the specific user, find the Parent ticket and then click on the report icon. The second page of the report identifies what actions were chosen. This report icon is a work in progress

SLA (Service Level Agreements) within LANDesk

The following should occur:

1) Request submitted by user – default is to medium priority (user does not choose priority)
2) Auto-acknowledgement to end user –
   a. By email notification –when Service Desk triages to group, or on Assign to me -- ticket # assigned. SLA clock is now ticking (resolution)
   b. On Assign to Me -- Change status of ticket (open to in progress)
3) SLA clock ticking for resolution (see tables below for Incident and Service Request)
   a. Escalation email sent to analyst/group assigned notifying Internal SLA timelines (at 50% of priority resolution time before internal SLA time)
   b. Color changes to blue.
   c. At 75% of Request fulfilled/resolution priority time, color changes to orange.
   d. At Breach, color changes to red, and email notification goes out to analyst's/group's supervisor that ticket has breached.

Incident:

Priority	**Published External - Resolution**
Critical	2 business days
Urgent	3 business days
High	5 business days
Medium	7 business days
Low	10 business days

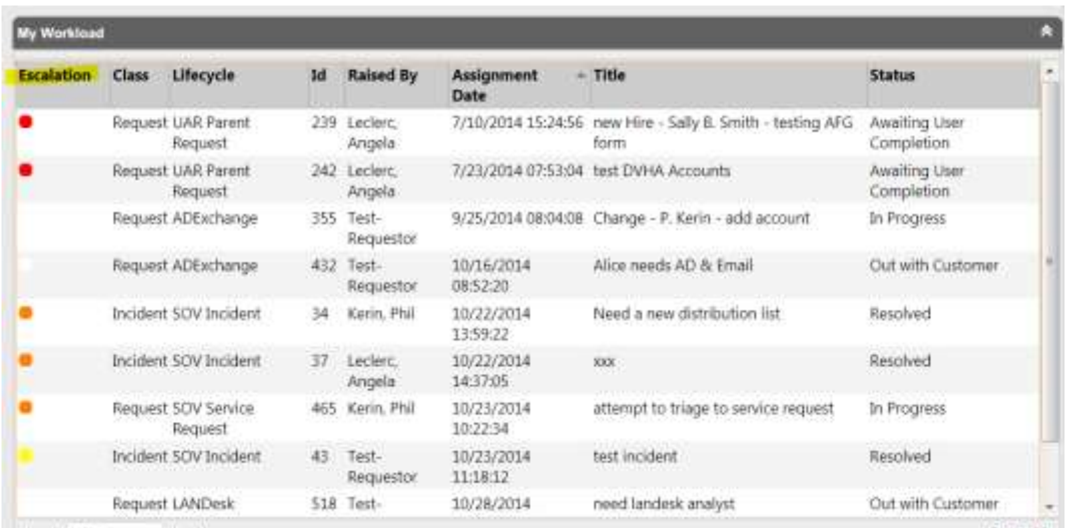
Service Request:

Priority	**Published External -- Request Fulfilled -- Resolution/ Completion**
Urgent	3 business days
High	5 business days
Medium	7 business days
Low	10 business days

SLA Ticket Information:

Ticket Information			
Lifecycle:	SOV Incident	* Group to Assign:	Service Desk
Status:	In Progress	* Priority:	4-Medium
Created:	October 30 2014 09:14:31	By:	Leclerc, Angela
Updated:	October 30 2014 09:15:58	By:	Leclerc, Angela
Breach Time	November 7 2014 12:44:31		
Assign Count:	3		
Unresolved?			
Clock Stopped?			
Major Incident?			

SLA Dashboard escalation view:



My Workload

Escalation	Class	Lifecycle	Id	Raised By	Assignment Date	Title	Status
	Request	UAR Parent Request	239	Leclerc, Angela	7/10/2014 15:24:56	new Hire - Sally B. Smith - testing AFG form	Awaiting User Completion
	Request	UAR Parent Request	242	Leclerc, Angela	7/23/2014 07:53:04	test DVHA Accounts	Awaiting User Completion
	Request	ADExchange	355	Test-Requestor	9/25/2014 08:04:08	Change - P. Kerin - add account	In Progress
	Request	ADExchange	432	Test-Requestor	10/16/2014 08:52:20	Alice needs AD & Email	Out with Customer
	Incident	SOV Incident	34	Kerin, Phil	10/22/2014 13:59:22	Need a new distribution list	Resolved
	Incident	SOV Incident	37	Leclerc, Angela	10/22/2014 14:37:05	xxx	Resolved
	Request	SOV Service Request	465	Kerin, Phil	10/23/2014 10:22:34	attempt to triage to service request	In Progress
	Incident	SOV Incident	43	Test-Requestor	10/23/2014 11:18:12	test incident	Resolved
	Request	LANDesk	518	Test-	10/28/2014	need landesk analyst	Out with Customer

1 of 1 Count: 10

Escalations are based on Priorities – see tables above for resolution times for each priority.

- Escalation email sent to analyst/group assigned notifying Internal SLA timelines (at 50% of priority resolution time before internal SLA time)
- At 75% of Request fulfilled/resolution priority time
- Ticket has BREACHED. You have not met the SLA.