LANDESK Service Desk Manual
End User Role

Version 1.2
Last Updated 10/11/2014
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For questions regarding Service Desk, please email servicedesk@vcu.edu.
Overview

LANDESK Service Desk is an ITIL-aligned, process driven, incident and request reporting system intended to replace the Remedy ticketing system in October 2014.

Until October 15th, 2014, access to the Service Desk test server is only available for the following groups beginning on these specific dates:

- Technology Services - September 17th, 2014
- Non-Technology Services IT Support Technicians - October 1st, 2014

Service Desk will go live at start of business Wednesday, October 15th (7am). At this point, Remedy Support Center will switch to a read-only state. Any ticket created in Remedy Support Center between 5pm October 14th and 7am October 15th will need to be manually recreated in Service Desk on October 15th after go-live at 7am.
LANDESK Service Desk - Getting Started

To access LANDESK Service Desk, navigate to http://servicedesk.vcu.edu and log in with your VCU eID and eID password. You may use any of the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Internet Explorer (version 10 and later)
- Apple Safari (version 7 and later)
- Opera

If you are unable to login to Service Desk with your eID and password, but your eID and password work for other applications, please send an email to servicedesk@vcu.edu.

If you do not know your eID or password, please contact the VCU helpIT Center: http://go.vcu.edu/helpit

Service Desk times out after being idle for one hour. When this occurs, simply login again.

Service Desk has two user levels - End User and Support Analyst

- The End User role allows customers to:
  - Create an incident or service request for themselves or on behalf of another user.
  - Add a note or an attachment to the ticket.
  - Check on open incidents and open service requests.
  - Check on resolved incidents and service requests.
  - Start a chat session with a helpIT Center support analyst.

- The Support Analyst role allows IT technicians to:
  - Create an incident or service request for themselves or for a customer.
  - Check on open incidents and open service requests
  - Check on resolved incidents and service requests.
  - Start a chat session with a helpIT Center support analyst.
  - Query tickets submitted for themselves or for a customer.
- Perform functions from the “Action Bar” including but not limited to adding notes, attachments, and tasks to existing tickets; reassigning tickets.
- NOTE: Only IT technicians whose departments are utilizing Service Desk have analyst access. All IT technicians who are not using this system will have end user access to the system.

Schools and Departments with custom dashboards include:
  - Technology Services
  - Division of Student Affairs
  - Humanities and Sciences
  - Massey Cancer Center
  - Partnership for People with Disabilities
  - Qatar
  - School of Allied Health Professions
  - School of Arts
  - School of Business
  - School of Education
  - School of Medicine
  - School of Pharmacy
  - University Libraries
  - VCU Campus Police

Service Desk dashboard access can be determined by the business unit assigned to an employee, or school unit assigned to a student in Active Directory if that unit requests this feature. Otherwise, end users and analysts will see Technology Services content in addition to their business unit or school content.
  - For example, someone who works for the School of Business would only see the School of Business dashboard which is geared to technology issues for School of Business faculty and staff.
  - **Note:** Departments that hire student workers need to request special access for their staff so they can have access to the Department’s custom dashboard. To do so, please submit a request to the LANDESK group under the following category: Application or System - LANDESK - Service Desk - Submit an other Service Request

**Incident and Service Requests** - In Service Desk, tickets are broken down into two categories: incident and service request.
  * **Incident** - An unplanned interruption to or reduction in the quality of an IT service. All incidents in Service Desk are assigned a ticket number, which begins with the number 1.
    - Example: Incident 1001218
• **Service Request** - A formal request from a user for something to be provided - for example, a request for information or advice; to reset a password; or to install a workstation for a new user. All service requests in Service Desk are assigned a ticket number, which begins with the number 4.
  ○ Example: Request 4000167
• End users and analysts are not required to determine if an item is a request or incident when attempting to submit a ticket, as all categories have already been pre-assigned in the system either as request or incident.
Service Desk Basics - Self Service HomePage:
Upon login to Service Desk, end users are automatically routed to the Self Service page:

Self Service is where end users navigate to:

- Create a service request or incident.
- Check on their open incidents and open service requests.
- Check on their resolved incidents and service requests.
- Start a chat session with a helpIT Center support analyst.

Page Elements:

Toolbar - The black banner across the top of the page.

- The toolbar provides access to a number of features:
  - **Search Field** - This is to search the internal Service Desk Knowledge Base.
  - **Log off** - To log off of Service Desk
  - **Help** - LANDESK’s reference pages for Service Desk functions.
**Current Notices** - This is where announcements display such as system alerts, maintenance schedules, new features, etc.

![Current Notices Table]

**Service Desk Quick Links** - This area has shortcuts to the most common incidents and service requests submitted by end users (note: schools and departments can customize these quick links for their end users located in their major business units, thus these may vary depending on your department).

![Service Desk Quick Links]

**My Open Incidents** - These are open incidents that you have submitted as the customer (affected end user). They are sorted by ticket number in descending order (newest on top).

![My Open Incidents Table]

**My Open Service Requests** - These are open requests that you have submitted as the customer (affected end user). They are sorted by ticket number in descending order (newest on top).

![My Open Service Requests Table]
**My Resolved Tickets** - These are all of your incidents and service request tickets that you have submitted as a customer (affected end user) that have been resolved or closed. They are sorted by ticket number in descending order (newest on top).

<table>
<thead>
<tr>
<th>Ticket ID</th>
<th>Status</th>
<th>Last Updated</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1001215</td>
<td>Resolved</td>
<td>9/12/2014 3:05 PM</td>
<td>Application or System Problem - Blackboard - Program Issues</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9/13/2014 2:38 PM</td>
<td>Need to put details of the issue before</td>
</tr>
</tbody>
</table>

**Note:** Each displayed area has a limited amount of space, thus older tickets will be on subsequent pages for those areas. (i.e. 1 of 2, 1 of 4, etc.):

**helpIT Online** - This is where you can initiate a tech chat with a VCU helpIT Center support technician. Tech chat is only available during posted hours (9am-4pm Mon-Fri).

**Terminology** - This area provides definitions for incident and request:

**Incident**
An unplanned interruption to or reduction in the quality of an IT service.

**Service Request**
A formal request from a user for something to be provided - for example, a request for information or advice; to reset a password; or to install a workstation for a new user.
**Navigation Bar** - This is located on the left side of the page. It provides quick links to areas where you can navigate to submit incidents and requests. The categorizations displayed are dependent on your affiliation and department. When you click on one of the categories, it will open a page that has items related to that area. *Please contact your IT support technician to verify what navigation areas your department has access to.*

Example: When you select “Application/System” from the category menu, it opens up a page that has applications and system items listed:

*Application / System*

Please select an application or system from the list below:

- Active Directory
- AIM
- AIM IQ
- App2Go / Citrix
- Banner
- Blackboard
- Blog
- CAS (Central Authentication Service)
- Change Management

When you select a specific item from the list, a new page will open up with a selection of incident or service requests for that category.

**Note:** incidents items are listed first, then service request items secondary.
Clicking on “Active Directory” from this menu will generate this page:

<table>
<thead>
<tr>
<th>Active Directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report a Directory Services Incident</td>
</tr>
<tr>
<td>Report an AD DNS Incident</td>
</tr>
<tr>
<td>Report a Security or Access Incident</td>
</tr>
<tr>
<td>Report an other Incident</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td>Authoritative Directory Restoration Request</td>
</tr>
<tr>
<td>File System Migration Request</td>
</tr>
<tr>
<td>Schema Modification Request</td>
</tr>
<tr>
<td>Other Active Directory Service Request</td>
</tr>
</tbody>
</table>

By selecting one of these service incidents or request topics, a form will generate which you can fill out to submit this type of incident or request.
Service Desk Basics - helpIT Online Chat Tool

**Overview:**
The helpIT Online Chat Tool is available through the Service Desk Self Service page.

Upon login to Service Desk, you can initiate a chat session by navigating to the chat tool on the right-hand side of the page:

helpIT Chat is available during posted hours (Monday-Friday: 9am-4pm). When chat is available, the following screen will appear:

When chat is unavailable (during off hours), the following screen will appear:
To initiate a chat, session, select the blue link “Click here to chat with a support analyst”:

This will initiate a chat session with the VCU helpIT Center in a separate browser window where you can enter in your question:

Once started, the chat will begin, and a support analyst will respond to your inquiry:

When finished with a chat, be sure to select “End Chat” to close the chat session. All chat transcripts are logged in the system under your eID username.
Submitting an Incident:

An incident is an unplanned interruption to or reduction in the quality of an IT service. All incidents in Service Desk are assigned a ticket number, which begins with the number 1. Upon login to Service Desk as an analyst, you can submit an incident ticket by selecting one of the quick links or by navigating through the Navigation Bar on the left hand side of the page.

When you’ve selected your incident category, the following screen will generate. The fields listed in light yellow are required fields and must be completed in order to save the incident. Depending on the category selected, the required fields will vary:

Incident Information - This section is where you input the specific ticket information and assign to the correct Category:

- **Incident Description** - type in the details of the incident here.
- **Category** - By default, the category will be pre-filled depending on what item you selected from the navigation bar on Self Service view. If you wish to change the category, click on the category drop down list to assign a specific category to the incident (NOTE: utilize the tic marks next to the “Category” items listed in order to narrow down your category type).
Example, clicking the tic mark next to Departmental Support expands the category tree to allow for further specification:

- **Asset type and item** - certain categories require an asset type and item to be selected. This field will only be utilized when these categories are selected (will display instructions to use).
  - Example: When you select the Category “Device or Hardware Problem - Computer”, the following instructions appear in the **Special Instructions field** listed below:

  ![Special Instructions](image)

  This notifies you that you need to further categorize your incident by selecting the proper category from the asset item field:

  ![Select an Asset Item](image)
**Special Instructions (if applicable)** - This field displays any special instructions that may be required when a specific category is selected for an incident. This field will only display if the category has special instructions affiliated with it.

**Additional Information** - This section is where you input additional information to further specialize this incident:

- **I am** - this field allows you to set your affiliation.
- **Contact Phone** - this field allows you to input your best contact number to be reached at.
- **Contact Email** - this field allows you to enter your best contact email address (NOTE: if you are experiencing an email problem with your VCU email account, we suggest entering an alternate email address here to reach you at).

**Other VCU Information (if applicable)** - this field allows you to input your asset tag and/or serial number for your computer or device. NOTE: some forms will require this, others will not.

**Incident Report Information** - this field allows you to input your location on campus, and to set the urgency on the incident. NOTE: some forms will require these fields, others will not.

**Saving Your Incident** - When all fields are filled out with the correct information, you have three options to save or cancel your incident.
- **Save and close** - saves your incident, and closes out the incident entirely, bringing you back to the home screen.
- **Save** - saves your incident, and opens up the incident details so that you can update the incident further (if the incident requires supplemental information you will choose this option).
- **Cancel** - cancels the incident from creation, bringing you back to the home screen.
Managing a Saved Incident

Upon saving your incident, it will display the incident details and the incident number assigned to the incident.

You will notice that with this incident, the user is instructed again to provide other mandatory information. They would do so by navigating to the “Add Supplemental Information” section on the request (listed on right-hand side under “Actions”):

In this example, they are able to input the course ID and course name to add to the incident:
**Add attachment** - this action allows you to add an attachment to the incident. The current attachment file size limit is around 3MB. No limit has been found on the number of attachments that can be uploaded on an incident:

![New Attachment](image)

Once an attachment is added, you can view all attachments by navigating to the bottom of the incident and viewing the “Attachments” tab. Clicking on any of the attachments listed there allows you to open the attachment.

![Attachments](image)

**Add Note** - this action allows you to add a note to the incident. Notes can be utilized to add details to the description, add support and troubleshooting information to the incident, etc. Once a note is added to the incident, the assigned group or analyst will receive an email notification that the new note has been added.

![New Note](image)

Once a note has been added (either by you or the analyst), you can view all notes by navigating to the bottom of the incident and viewing the “EU Note” tab. Clicking on any of the notes listed there allows you to open the notes to view:

![EU Note](image)
Submitting a Request:
A service request is a formal request from a user for something to be provided - for example, a request for information or advice; to reset a password; or to install a workstation for a new user. All requests in Service Desk are assigned a ticket number, which begins with the number 4. Upon login to Service Desk, you can submit a request ticket by selecting one of the quick links or by navigating through the Navigation Bar on the left hand side of the page.

When you’ve selected your request category, the following screen will generate. The fields listed in light yellow are required fields and must be completed in order to save the request. Depending on the category selected, the required fields will vary:

![New Request Screen](image)

**I’m submitting this Request for another user** - When an end user is attempting to submit a request on behalf of another user (such as a Banner account request for an employee), they are able to indicate the other user’s contact information on the request form. To add this information, they’d check the below box:

![Service Recipient](image)

This would then populate the following area for them to indicate the user information for whom they are requesting on behalf of:

![Please enter the individual for whom this Request is being submitted](image)

NOTE: some request forms populate this field automatically (ex: Banner account request).
**Request Details** - This section is where you input the specific request information and assign to the correct category (NOTE: by default, the category will be selected for you based upon what request type you are making):

- **Request Description** - type in the details of the request here.
- **Category** - By default, the category will be pre-filled depending on what item you selected from the navigation bar on Self Service view. If you wish to change the category, click on the category drop down list to assign a specific category to the request (NOTE: utilize the tic marks next to the “Category” items listed in order to narrow down your category type).
  - Example, by clicking the tic mark next to Mobile Device expands the category tree to allow for further specification:

  ![Category Tree Example](image)

  - Clicking this tic mark allows for other menu items to expand within the tree.

- **Asset type and item** - certain categories require an asset type and item to be selected. This field will only be utilized when these categories are selected (will display instructions to use).
  - Example: When you select the Category “Device or Hardware Problem - Mobile Device”, the following instructions appear in the **Special Instructions field** listed below:

  ![Special Instructions Example](image)
This lets you know that it is necessary to further categorize the request by selecting the proper category from the asset type and asset items field:

Special Instructions (if applicable) - This section displays any special instructions that may be required when a specific category is selected for a request. Example (from above category selection of “Device or Hardware - Mobile Device”). This field will only populate when the category selected requires special instructions:

Additional Customer Information - This field allows additional information to be entered for the service request:

- **I am** - this field allows you to set your affiliation.
- **Alternate Name** - allows you to input an alternate name on request.
- **Alternate Phone** - this field allows you to input your best contact number to be reached at.
- **Alternate Email** - this field allows you to enter your best contact email address.
- **Due Date** - this field allows you to set a specific due date for the request to be completed by.
- **Request Source** - this field allows you to assign the source of the request.
- The remaining fields in this section (Asset Tag Number, Serial #/Service Tag) allow you to further specify the request:
Other Request Information (if applicable) - This section is where you input additional information to further specialize this request. You can input your location on campus, provide and pre-authorize a budget or Lawson Code, etc. NOTE: some forms will require these fields, others will not:

Saving Your Request - When all fields are filled out with the correct information, you have three options to save or cancel your request.

- **Save and close** - saves your request, and closes out the request entirely, bringing you back to the home screen.
- **Save** - saves your request, and opens up the request details so that you can update the request further (if the request requires supplemental information you will choose this option).
- **Cancel** - cancels the request from creation, bringing you back to the home screen.
Managing a Saved Request

Upon saving your request, it will display the request details and the request number assigned to the request.

You will notice that with this request, the user is instructed again to provide other mandatory information. They would do so by navigating to the “Add Supplemental Information” section on the request (listed on right-hand side under “Actions”):
Add attachment - this action allows you to add an attachment to the request. The current attachment file size limit is around 3MB. No limit has been found on the number of attachments that can be uploaded on a request:

![New Attachment]

Once an attachment is added, you can view all attachments by navigating to the bottom of the request and viewing the “Attachments” tab. Clicking on any of the attachments listed there allows you to open the attachment.

![Attachments]

Add Note - this action allows you to add a note to the request. Notes can be utilized to add details to the description, add support and troubleshooting information to the request, etc. Once a note is added to the request, the assigned group or analyst will receive an email notification that the new note has been added.

![New Note]

Once a note has been added (either by you or the analyst), you can view all notes by navigating to the bottom of the request and viewing the “EU Note” tab. Clicking on any of the notes listed there allows you to open the notes to view:

![EU Note]
Email Notifications

Overview:
End Users and Analysts will receive email notifications from Service Desk for specified changes or updates that are made to the incident or request.

- Sample notification for an incident:

  From: VCU Service Desk <LOSDETEST@vcu.edu>
  Date: Fri, Sep 5, 2014 at 3:09 PM
  Subject: Service Desk update: Incident 1000127 has been updated.
  To: tambreh@gmail.com, landesk@vcu.edu

  Incident Details:
  Application or System Problem - LANDesk - Service Desk
  This is Incident Details

  Update:
  This is a note from the Analyst to Raised User Details

  This section will list the incident details: category assignment, and the full description of the incident.

  This section will list the status change or update to the incident that was made.

  This section will be the signature on all email notifications from Service Desk.

You will receive an email notification when there is a change in your incident status. To update your incident or provide additional information about the issue or problem, please reply to this email. This will automatically add a note to your incident and notify the assigned group or technician of this change.

Click here to log into Service Desk and review your incident at any time:
https://LOSDETEST.vcu.edu/SDLTest.webopera/object/open.rail?class_name=incidentManagement.Incident&key=8a697245-2536-4d59-81aa-8ac6f9a232f

- Sample notification for a request:

  From: VCU Service Desk <LOSDETEST@vcu.edu>
  Date: Fri, Sep 5, 2014 at 3:09 PM
  Subject: Service Desk update: Incident 1000127 has been updated.
  To: tambreh@gmail.com, landesk@vcu.edu

  Incident Details:
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You will receive an email notification when there is a change in your incident status. To update your incident or provide additional information about the issue or problem, please reply to this email. This will automatically add a note to your incident and notify the assigned group or technician of this change.

Click here to log into Service Desk and review your incident at any time:
https://LOSDETEST.vcu.edu/SDLTest.webopera/object/open.rail?class_name=incidentManagement.Incident&key=8a697245-2536-4d59-81aa-8ac6f9a232f
End User Notifications -
• When an incident or request goes through the following status changes, the affected end user will always receive an email notification:
  ○ Incident or Request is with third party.
  ○ Incident or Request is with customer.
  ○ Request is created.
  ○ Request is resolved.

• When an incident or request goes through the following status changes, the affected end user will receive an email notification if the assigned analyst decides to do so.
  
  NOTE: sending a notification to an end user is optional for the following changes; the analyst can decided whether or not to notify the end user of a change:
  ○ Incident is created.
  ○ Incident or Request is re-assigned to a new group or analyst.
  ○ A note is added (that is not marked private) to the incident or request.
  ○ Incident is resolved.

Analyst Notifications -
• When an incident or request goes through the following status changes, the assigned analyst (or group if not assigned to an analyst) will always receive an email notification:
  ○ Incident or Request is assigned.

• When an incident or request goes through the following status changes, the assigned analyst (or group if not assigned to an analyst) will receive an email notification:
  ○ A note is added to the incident or request.

  NOTE: When an incident or request is not assigned to a specific analyst, the email notification will be sent to the email address setup for the group (indicated by the group manager).

Additional Information -
• When an end user replies to the email notification the receive, it will automatically create a note in the incident or request and notify the assignee (or the group if unassigned) that the end user added a note.