Introduction to the "new" USUHS Service Desk/CMDB

CA Service Desk Manager r12.5

General:

The Uniformed Services University of the Health Sciences (USUHS) is moving from a local instance of HEAT ticketing system to the enterprise-class USUHS Service Desk/CMDB running CA Service Desk Manager r12.5.

There are changes in the process for opening and managing "tickets".

The major change is the implementation of Service Desk that follows the Information Technology Infrastructure Library (ITIL) methodology. For additional information on ITIL search the internet for "ITIL". This will include:

Incidents are opened when a customer has a loss in service or cannot do their job because of software or hardware failure. Customers will be allowed to open Incident using the Self Service feature of the USUHS Service Desk/CMDB.

Requests are opened when a customer has a request for a new or a change to an existing service, software application, hardware device, or account. Customers will be allowed to open Requests using the Self Service feature of the USUHS Service Desk/CMDB.

Introduction to the Employee Home Page

This is the Employee Home Page of the Service Desk; it consists of:

1. **Announcements:** Any Announcements for the user population.

2. **Search for Solution:** used to search the Knowledge Base for solutions.

3. **Top Solutions:** Where the most frequently accessed Knowledge Documents will be listed

4. **Online Customer Service Center User Guide**: guides customers through the user of the self-service interface.

5. **Open an Incident:** if you cannot do your job.

6. **Open a Request:** if need something new or a change to an existing service or product.

7. **Look at my existing Incidents and Requests:** Any Incidents or Request you have open at this time.

How to Open a New Incident

To open a new Incident; select "Create Incident" button and the new Incident Detail window will open.

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1. Confirm the "Phone Number" and modify it is needed.
2. Confirm the "Email Address" and modify it if needed.
3. Confirm the "Location" and modify it if needed.
4. Select an Category (Incident Area):
5. Enter a Description of the Incident

NOTE: It is very important that an Incident be "categorized" correctly since it also assigns the Support Group who will be doing the work; we do this with the selection of the Incident Area. Selecting an Incident Area will usually require "Walking the Incident Area Tree". In the image below is the first level of the "Tree" with some descriptions to assist you in "walking the Tree".

Incident Area

⊞◇ **Blackberry** - Any blackberry issues.

⊞◇ **Computer** – Any issues involving the computer including hardware and software.

⊞◇ **Email** – All issues related to email including AKO and Outlook.

⊞◇ **Forms and Pubs** – Issues related to electronic forms and ARIMS.

⊞◇ **Network** – All network related issues including connectivity and wireless.

⊞◇ **Printer-Scanner-Fax-Copier** – All issues involving printers, scanners, faxes, or copiers.

⊞◇ **Software** – All issues related to commercial and in-house developed software.

⊞◇ **Telephone** – Any issues related to telecommunications including voicemail and cell phones.

⊞◇ **VI** – All Visual Information problems including VTC.

⊞◇ **Web** – Issues related to the web including INTER and INTRA net problems.

In this example the customer has selected "**Software.In-house Developed App"** and this has "popped up" a question that needs to be answered so the Analyst can resolve the problem.

Once the Incident has been completed Select Save and the Incident will be forwarded to the appropriate Support Group with-in USUHS.

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Incident Areas

Blackberry.Troubleshoot Other Blackberry issues and problems

Computer
- **CAC Issues** Issues with and using CAC cards and readers
- **Electronic Forms.Issue** Issues with DoD/Service electronic Forms, e.g. AKO/DKO forms, Lotus Viewer
- **Keyboard-Mouse.Issue** Problems with Keyboards and Mice
- **Laptops** Issues with a laptop computer
- **MAC-Desktop** Issues with a MAC-Desktop computers.
- **Network-Shared Drives** Problems related to shared/network drives including Y: and T: drives.
- **Operating System** Computer Operating System problems
- **PC-Desktop** Issues with a PC-Desktop computer
- **Telework.Issue** Hardware or Software problems with telework program
- **Win7.Migration.Problems** Use this category to report all problems with Win7 migration.

Email
- **Configuration.Issue** Issues with email configuration
- **Distribution List.Issue** Problems with an Email Distribution List
- **DKO/AKO** Problems with Defense/Army Knowledge Online (DKO/AKO) account
- **Issues** General issues with Email or Email client
- **Mailbox.Issue-Full** Mailbox is Full error messages

Forms and Pubs
- **DoD/USU Forms** Problems with the Army Records Information Management System
- **Electronic Forms** In-house developed electronic form

Network
- **Connectivity Issue** Network connectivity problems and outages with the LAN
- **Wireless.Issues** Problems with a wireless network or device

Printer-Scanner-Fax-Copier
- **Error**
  - **Copier** Issues with a Copier.
  - **Fax** Problems with a Fax Machine.
  - **Local Printer** Problems with a local Printer, Scanner, Fax, or Copier
  - **Network Printer** Problems with a network Printer, Scanner, Fax, or Copier
  - **Other** Issues with some other form of Printer, Scanner, Fax, or Copier
  - **Scanner** Problems with a Scanner.

Software
- **In-house Developed App.Issue** Issues with In-house developed applications
- **Install** Software that you own to be installed on your local PC
- **Microsoft** Any Microsoft application problem, i.e. Power Point, Excel, Microsoft Project.
- **Other** Other software applications

Telephone
- **Cellular Phones.Issue** Problems with government issued cellular phones
- **Conference Calls.Issue** Issues with a conference call (cannot dial in or out, bad phone, etc.)
- **Conference Room** Conference room telephone
- **Telephone Issues** General problems with telephone devices or systems
- **Voice Mail.Issue** Problems with Voicemail

VI
- **Lecture Capture** Problems related to lecture capture; Mediasite
- **Multidisciplinary Lab Lecture Hall** Issues associated with MDL or Lecture Hall audio/visual support
- **Other** Problems or issues relate to other Visual Information areas
- **VTC.Issue** Report problems related to Video Teleconferencing

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⊟ **Web**

InterNet All problems related to the InterNet

IntraNet All problems related to the IntraNet

How to Open a New Request

To open a new Request; select "Create Request" button and the new Request Detail window will open.

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1. Confirm the "Phone Number" and modify it is needed.
2. Confirm the "Email Address" and modify it if needed.
3. Confirm the "Location" and modify it if needed.
4. Select an Category (Request Area):
5. Enter a Description of the Request

NOTE: It is very important that a Request be "categorized" correctly since it also assigns the Support Group who will be doing the work; we do this with the selection of the Request Category. Selecting an Request Category will usually require "Walking the Request Category Tree". In the image below is the first level of the "Tree" with some descriptions to assist you in "walking the Tree".

Request Area

⊞◇ **Accounts** – Requests for new or changes to accounts including password resets.

⊞◇ **Acquisition** – Requests for new hardware or software.

⊞◇ **Blackberry** – Requests for new Blackberry's and changes to existing.

⊞◇ **Computer** – All requests related to the hardware or software of a PC or Laptop.

⊞◇ **Email** – Requests for changes to your email config including AKO and distribution lists.

⊞◇ **Forms and Pubs** – All requests for new or updates to electronic forms.

⊞◇ **Network** – Requests related to network connectivity and wireless.

⊞◇ **Printer-Scanner-Fax-Copier** – Requests related to listed hardware devices including moves, adds, and changes.

⊞◇ **Software** – All requests related to existing approved software.

⊞◇ **Telephone** – All requests related to telecommunications including voicemail.

⊞◇ **VI** – Requests for VI and/or VTC functions or services.

⊞◇ **Web** – Requests for additions or updates to the internet or intranet pages.

In this example the customer has selected "**Software.In-house Developed App"** and this has "popped up" a question that needs to be answered so the Analyst can resolve the problem.

Once the Request has been completed Select Save and the Request will be forwarded to the appropriate Support Group with-in USUHS.

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Request Area

⊟ **Accounts**
   ⊟ **CAC**
      ○ **Exemption** Machine & User exempt request
      ○ **Expiration** User CAC is set to expire soon
      ○ **Reset** Reset of CAC Pin Number.
   ⊟ **NIPR**
      ○ **Delete-Remove** Delete an Active Directory user account.
      ○ **Modify-Change** Modify or update an Active Directory user account.
      ○ **New-Create** Request a new Active Directory user account.
      ○ **Password Reset** Reset the password of an Active Directory user account.
   ⊟ **Other**
      ○ **Delete-Remove** Request deletion of some other account.
      ○ **Modify-Change** Modify or update some other account.
      ○ **New-Create** Request a new account for some other system.
      ○ **Password Reset** Reset the password of some other account.
   ⊟ **SIPR**
      ○ **Modify-Change** Modify or update a SIPR user account.
      ○ **New-Create** Request a new SIPR user account.
      ○ **Password Reset** Reset the password of a SIPR user account.

⊟ **Acquisition**
   ○ **AV Equipment** Requests for procurement of audio/visual equipment to include VTC systems
   ○ **Computer Internal Parts** Requests for procurement of internal computer components for replacement or upgrade
   ○ **Computer Mobile Device** Requests for procurement of mobile devices
   ○ **Computer Peripherials** Requests for procurement of computer peripherials, external drives, printers, etc.
   ○ **Hardware** Use when customer needs a new PC, laptop, printer or scanner.
   ○ **NCS Computer** Request purchase or receipt of an NCS system.
   ○ **Non-NCS Computer** Request aquisition of a Non-NCS system. Non-BPA desktop/laptop will have to be approved by the USU Configuration Control Board (CCB).
   ○ **Software** Use when customer requests the purchase of new software

⊟ **Blackberry**
   ○ **CAC Sled** Request for a Blackberry CAC Sled.
   ○ **Config** Configuration change or update to a Blackberry Configuration.
   ○ **New** Request a new Blackberry.

⊟ **Computer**
   ○ **Electronic Forms** Request Formflow, Lotus Viewer, ApproveIt, or other electronic forms
   ○ **Equipment Loan** Request to temporarily sign-out a loaner laptop, etc.
   ○ **Keyboard-Mouse** Request for a keyboard and-or mouse.
   ○ **Move** Request relocation of computer from one site to another
   ⊟ **Network-Shared Drives**
      ○ **Change** Modify permissions, size, access, etc. of a Network Drive.
      ○ **New** Creation of a new network or shared drive.
      ○ **Telework** Requests for Telework software and configuration.

⊟ **Email**
   ○ **AKO** All requests related to Army Knowledge Online (AKO)
   ○ **Configuration** Setup Shared access, and other configuration.
   ○ **Distribution List** Setup of a Distribution List.
   ○ **GAL** Request update or addition to the email Global Address List.
   ⊟ **Mailbox**
      ○ **Backup** Backup of an individual mailbox.

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- Restore Restoration of an email mailbox.
- Forms and Pubs
  - DoD Forms Requests related to DoD Records and Forms
  - Electronic Forms In-house developed electronic form
  - Order Forms Used to order forms.
- Network
  - NIPRNET
    - LAN-Drop Activation-Deactivation For NIPRNET LAN Drop Activations and Deactivations.
    - LAN-Drop Install For NIPRNET LAN Drop Installations
    - LAN-Drop Move For NIPRNET LAN Drop Moves
  - Wireless.Install Request for wireless installs
- Printer-Scanner-Fax-Copier
  - Install
    - Copier Install a copier.
    - Fax Install a Fax machine.
    - Local Printer Install a printer, scanner, fax, and-or copier to your local workstation
    - Network Printer Install a network printer, scanner, fax, and-or copier
    - Scanner Install a scanner.
  - Move-Change
    - Copier Move a copier.
    - Fax Move a fax machine.
    - Local Printer Move or Change of a printer, scanner, fax, and-or copier to your local workstation
    - Network Printer Move or Change of a network printer, scanner, fax, and-or copier
    - Scanner Move a scanner.
- Software
  - In-house Developed App Request for installation or update of an in-house application.
  - Install Software that you own to be installed on your local PC
  - Other Other software applications
- Telephone
  - Cellular Phones Cellular Phone Requests
  - Conference Calls Setup of a conference calls
  - Conference Room Conference room telephone
  - Data Circuit Requests related to telephone data circuits
  - Land Mobile Radios Land Mobile Radio requests
  - Telephone Install Request the installation of a Telephone
  - Telephone Move Moving a telephone to a new location
  - Voice Mail Setup of Voicemail on a telephone
- VI
  - Audio Request the recording of a event, briefing, or ceremony.
  - Broadcast-Announcement Request an announcement to be broadcast
  - Equipment Loan Request the loan of VI equipment
  - Graphic Arts Request for Graphics Arts support (slap-cards, charts-posters, images and large format printing)
  - Media Loan Request the loan of VI media
  - Multimedia Request for video conversion, compilation, or menu authoring.
  - Photo Request a DA, Head and Shoulders, Passport, or location Photo.
  - Presentation Support A request for assistance, equipment, and personal for a presentation or briefing.
  - Video Request the recording of a service or ceremony or creation of video content.
  - VTC Video Teleconference Request
- Web

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- Internet
  - Web Page.Modifications Use for modifications to the Internet site
  - Web Pages New New or additions to the Internet Web site
- Intranet
  - Permissions Request change to Intranet security permissions
  - Web Page Modification Use for modifications to the Intranet site
  - Web Page New New or additions to the Intranet Web site