



This presentation will provide the State of Alaska employee with basic customer instructions for creating new, adding comments and searching requests and service orders in Unicenter Service Desk (USD).

This presentation takes approximately 15 minutes to complete.

The State of Alaska Agency Directory - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address <http://alaska.gov/akdir1.html#doa> Go Links Share Browser WebEx

DEPARTMENT OF ADMINISTRATION

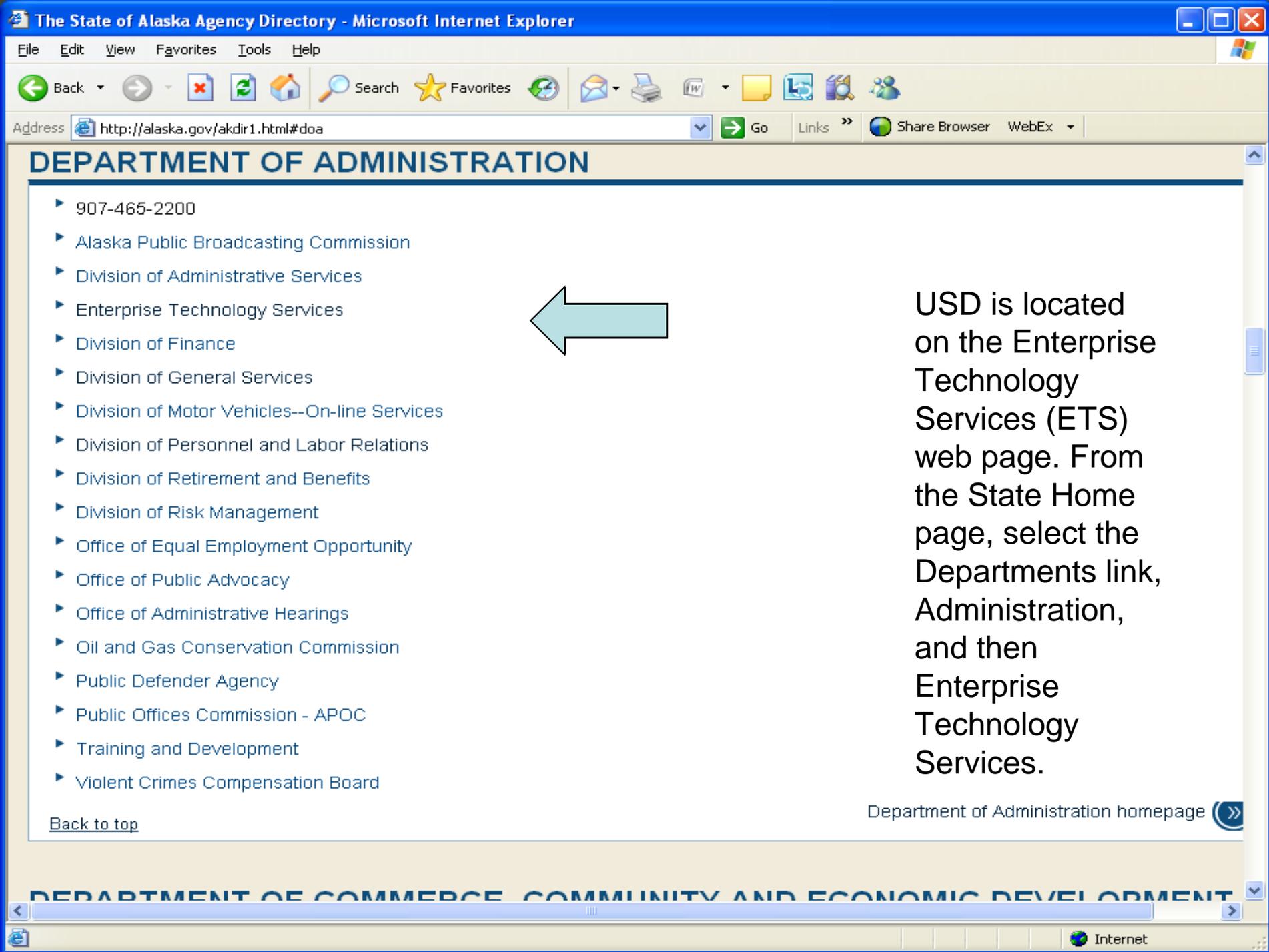
- ▶ 907-465-2200
- ▶ [Alaska Public Broadcasting Commission](#)
- ▶ [Division of Administrative Services](#)
- ▶ [Enterprise Technology Services](#)
- ▶ [Division of Finance](#)
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- ▶ [Office of Administrative Hearings](#)
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Department of Administration homepage

DEPARTMENT OF COMMERCE, COMMUNITY AND ECONOMIC DEVELOPMENT

Internet



USD is located on the Enterprise Technology Services (ETS) web page. From the State Home page, select the Departments link, Administration, and then Enterprise Technology Services.

Home, Division of Enterprise Technology Services, Department of Administration, State of Alaska - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://doa.alaska.gov/ets/>

State of Alaska alaska.gov myAlaska My Government Resident Business in Alaska Visiting Alaska State Employees

Department of Administration
Enterprise Technology Services

Home Services Projects Policy & Planning Security Contact Us

Administration > Enterprise Technology Services > Home

About ETS

The Division of Enterprise Technology Services (ETS), provides core information technology services to all state agencies. It provides the underlying hardware, software, network infrastructure, and enterprise services for departments to run their businesses.

How Do I...

- Get Help, Report A Problem or Request A Service
- Audio, Video and Phones
- Archive Email
- Change My SOA Password
- Email Administration
- Mainframe Password Reset Instructions
- Order Network Equipment
- USD Instructions

Resources

- Cell Phone and Mobile Devices Contracts
- Rates & Methodologies

Of Interest

The following links are available internally only.

- Information Security Policies

Quick Links

- ALMR
- Check eMail on the Web
- Electronic Service Orders (Phones TSR)
- Email Archiving Policy
- ETS Intranet Site
- Mainframe Password Reset and Registration Login
- Schedule a Video Teleconference
- Service Desk (USD)
- Task Orders Online

Sections

- Home
- Services
- Projects
- Policy & Planning
- Security
- Contact Us

Pat Shier
Director

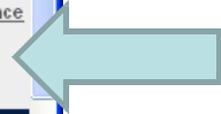
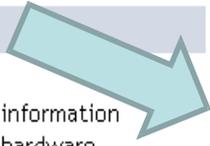
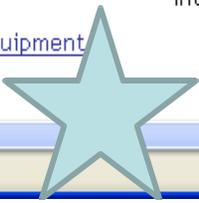
Mission Statement:

"To provide a robust and secure information technology infrastructure together with enterprise services that support state

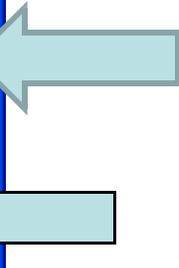
The ETS Mission Statement is:

"To provide a robust and secure information technology infrastructure together with enterprise services that support state agencies' business needs."

USD is the tool that we use to document requests for service and changes to those business needs.



Please follow your internal procurement policy when ordering phones and other services from ETS.



These arrows show some of the USD links on the ETS web page

USD works best with Internet Explorer .

- For access to USD point your web browser to the following URL: <https://helpdesk.state.ak.us>
- or click the Department link for Administration and then Enterprise Technology Services (ETS) located on the State home page and follow further links to USD.
- <http://doa.alaska.gov/ets/>

USD is used to track problems and changes for State of Alaska ETS provided services. Customers report problems or request changes to supported systems and USD is used to provide documentation. USD is also used to track our assets.

We define requests as simple problems and service orders (changes) as more complex requests, or lengthy projects that may involve billing processes. Where a request may only be associated with a single asset, each change order may be linked to many. There are three main types of access to USD (technician, customer, employee). Employee type accounts are able to create requests but are not able to create service orders.

Technicians are responsible for:

When a USD group decides that a customer request qualifies as a change order it is converted from a request to a change order. All requests and changes should be initially assigned at the group level. It is the groups responsibility to insure that an analyst is assigned in a timely manner. The assigned analyst is then responsible for providing documentation, status changes and actually resolving the request.

Customers and Employees are responsible for:

Following their own internal procedures. Providing an accurate description, contact information, due dates and comments. Follow up when clarification is requested. Prompt notification to ETS if the request is not resolved to their satisfaction.

1-888-565-8680

USD Overview

USD is used to track problems and changes for State of Alaska ETS provided services. Customers report problems or request changes to supported systems and USD is used to provide documentation. USD is also used to track our assets.

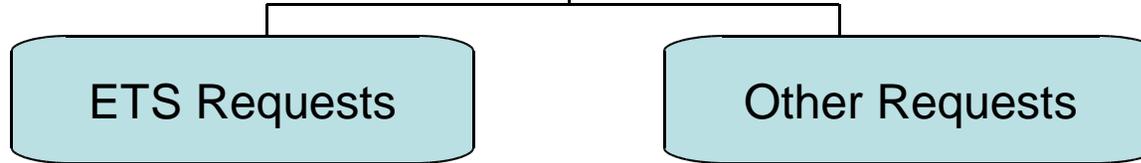
State of Alaska Organizations
Customers
LDAP and
Other contacts

We define requests as simple problems and service orders (changes) as more complex requests, or lengthy projects that may involve billing processes. Where a request may only be associated with a single asset, each change order may be linked to many.

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ETS & other groups
Groups
Analysts
(assignee)



USD data –
Contact information
Affected asset
Notification rules
Description

USD data –
Contact Information
Affected asset
Notification rules
Description

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Service Orders
ETS workflows

Service Orders
Other workflows

Customers and Employees are responsible for:
Following their own internal procedures. Providing an accurate description, contact information, due dates and comments. Follow up when clarification is requested.

USD data –
Contact information
Affected assets
Notification rules
Task description

USD data –
Contact information
Affected assets
Notification rules
Task description

Prompt notification to ETS if the request is not resolved to their satisfaction.
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Home, Division of Enterprise Technology Services, Department of Administration, State of Alaska - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://doa.alaska.gov/ets/> Go Links Share Browser WebEx

Department of Administration Enterprise Technology Services

Home Services Projects Policy & Planning Security Contact Us

Administration > Enterprise Technology Services > Home

About ETS

The Division of Enterprise Technology Services (ETS), provides core information technology services to all state agencies. It provides the underlying hardware, software, network infrastructure, and enterprise services for departments to run their businesses.

Pat Shier
Director

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- [Task Orders Online](#)

Sections

- [Home](#)
- [Services](#)
- [Projects](#)
- [Policy & Planning](#)
- [Security](#)
- [Contact Us](#)

- Instructions for login and basic directions for use can be located on the ETS web site. You are here!
- After you have reviewed the instructions click one of the Service Desk (USD) links to create or update your request.

http://www.state.ak.us/local/akpages/ADMIN/info/USDhelp.shtml - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS

Address http://www.state.ak.us/local/akpages/ADMIN/info/USDhelp.shtml Go Links

USD Telecom.Svcs Technical Svcs Security Midtier Group Database Svcs Search ETS find

Enterprise Technology Services

Enterprise Technology Services Header

USD (Unicenter Service Desk)

State of Alaska > Departments > Administration > ETS > USD help

State Of Alaska Help Desk & Service Center

(State IDAP | Username and Password)

Username

Password

Login Get Help

The USD login screen requires your Enterprise username and password. Username format is usually: ("1st initial" "2nd initial" "last name").

Password Help: If you do not know your Enterprise username and password, contact the correct Agency person from this list: Agency Password Administrators

Enterprise Technology Services, State Office Building, 5th Floor, PO Box 110206, Juneau, AK 99811
Phone: (907) 465-2220, 465-3400 (fax), ETS Webmaster

Internet

Your USD Password is the same as your enterprise email password. Each State agency has a DEDPA contact to help resolve password problems. You can find your DEDPA contact on the ETS web page or contact your local LAN/PC support group.

Microsoft Internet Explorer window: Contact List, Enterprise Technology Services, Department of Administration, State of Alaska

Address: <http://doa.alaska.gov/ets/serviceDesk/contactList.html>

Navigation: Back, Forward, Stop, Home, Search, Favorites, Refresh, Print, Mail, WebEx

State of Alaska navigation: alaska.gov, myAlaska, My Government, Resident, Business in Alaska, Visiting Alaska, State Employees

Department of Administration
Enterprise Technology Services

Navigation: Home, **Services**, Projects, Policy & Planning, Security, Contact Us

Administration > ETS > Contact Lists

Contact Lists

- Access Control Facility for SOA Mainframe (ACF2):
 - [Departmental Contacts](#) - A list of the ACF2 (mainframe) Departmental Contacts.
 - [CICS Sub System Support List](#) - A list of the software products running on the mainframe
 - [Web Based Application Support List](#) - The list of the technical support persons to call with questions or problems.
- [Agency Code and Abbreviation List](#)
- [Departmental Enterprise Directory Password Administrators \(DEDPA\)](#) and Agency LAN / PC support
- [Department Information Technology Manager](#) Designated IT Managers
- [Department Information Security Officers \(ISO\) and Computer Security Designees \(CSD\)](#)
- [Mailing Lists](#) - Self Subscribing List Serv
- [Master Authorized Contact List](#) (web application) For Telephone Changes
 - [Billing Hierarchy Contact List](#) for changes to telephone billing hierarchy contacts
 - [Billing Hierarchy Code List](#) List of telephone billing hierarchy codes
- [Operations](#) Service Areas

Sections

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This is a link to the list of DEDPA contacts. Contact lists are located on the ETS Contact Lists page at: <http://doa.alaska.gov/ets/serviceDesk/>

- Call your Department's IT support section if you have problems with your USD password.
- Here is a link to the current list -- <http://doa.alaska.gov/ets/dedpa.html>

Unicenter Service Desk - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links



State Of Alaska Help Desk
& Service Center

(State LDAP Userid and Password)

User Name

Password

Done Internet

- Your User Name format is; first initial, middle initial, last name, in lower case. Your password is case sensitive and will need to be keyed exactly as you would when entering your State of Alaska email password.
- If you have problems with your USD password, please contact your agency LAN/PC support group or DEDPA.
- You can change your enterprise email/usd password at the following url:
- <https://webapp.state.ak.us/password3/app>

Unicenter Service Desk - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Request Support

[Create a new Request](#) Create a new Request

[State of Alaska Service Center contact information and hours of operation](#)

Look up my existing Requests

[Search my OPEN Requests](#)

[Search my CLOSED Requests](#)

OR - If you know the number...

Please enter a Request number:

Look up my existing Service Orders

[Search my OPEN Service Orders](#)

[Search my CLOSED Service Orders](#)

OR - If you know the number...

Please enter a Service Order number:

Announcements

10/08/2008 05:50 pm
 The State of Alaska Service Center has been advised of maintenance being performed by AT&T affecting wide area network service to King Salmon.
 SITE: Whittier to Valdez
 DAY: Monday
 DATE: October 27, 2008
 TIME (AK): 1:00 AM to 5:00 AM
 REASON: Maintenance to provide diversity on undersea fiber between Whittier and Valdez.
 ANTICIPATED EFFECTS: momentary hits (50msec switch hits)
 If you have questions, please call the State of Alaska Service Center.
 at 1-888-565-8680.
 For further information, please refer to USD# req104514.

10/08/2008 03:07 pm
 The State of Alaska Service Center has been advised of maintenance being performed by AT&T affecting wide area network service to King Salmon.
 SITE: Whittier to Valdez
 DAY: Monday
 DATE: October 27, 2008
 TIME (AK): 0100 to 0500
 REASON: Maintenance to provide diversity on undersea fiber between Whittier and Valdez.
 ANTICIPATED EFFECTS: momentary hits (50msec switch hits)

Search your Open or Closed Requests

Search your Open or Closed Service Orders

You may need to scroll down to view the other Announcements

- After successful login, you should see the USD "Service Center" after your initial scoreboard loads. On the left you will see links for:
- Logout, Announcements, Create a new Request, Search My Open Requests, Search my Closed Requests, Search my Open Service Orders, Search my Closed Service Orders. The search will automatically search your organization's tickets.
- These links provide access to those functions. Example: A mouse click on the New Request button will start a new request.
- USD Announcements are used to provide information on current scheduled and unscheduled system interruptions and may have other important information. There is a date and time stamp to tell you when the information was last updated. These USD Announcements are updated frequently.

req104620 Request Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links

State of Alaska
Service Center

Logged in as: ETS USD (Logout) Home About Help

req104620 Request Detail Save Cancel Reset Attach Document

Reported by
USD, ETS

Phone Number

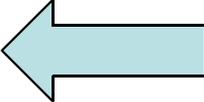
Priority
None

Email Address

[Request Area](#)

Request Description (required) **Spelling**

Information will make it easier for us to help you. USD requests already contain basic contact information from your LDAP record. Please let us know if your contact information needs to be updated. You may also need to contact your agencies' payroll section. You may include alternate contact information in the description if needed. □
Use of the request area field is optional. Please do not guess at the Request area. Use of an incorrect Request area could delay the resolution. It is ok to go ahead and enter one if you are sure.



Request Area field is optional.

At the create new request screen: enter an accurate description of your problem or request. Good information will make it easier for us to help you. USD requests already contain basic contact information from your LDAP record. Please let us know if your contact information needs to be updated. You may also need to contact your agencies' payroll section. You may include alternate contact information in the description if needed.

Use of the request area field is optional. Please do not guess at the Request area. You can go ahead and enter one if you are sure. We will fill the request area for you if you leave it blank.

Your initial Request Description is limited to 4000 characters. You may add further 'comments' after saving the initial request

req104646 Request Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe>

State of Alaska Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

req104646 Request Detail [Edit Request](#) [Add Comment](#) [Attach Document](#) [Close Request](#)

Open Date/Time	Status	Priority	Request Area
10/10/2008 01:13 pm	Open	None	

Request Description

Please create a new LanDesk report. This will help us revise the list of where new computers need to be distributed.

Please include all DOP computers in Juneau that are either
 a Dell Optiplex GX270
 a Dell Optiplex GX240
 a Compaq computer

Also, please include the amount of ram per computer in the report.

Properties

Name	Value	Example

History

Contact	Date	Type	Summary
Miller, Alexander W	10/10/2008 01:13 pm	Initial	create a new request/change/issue

After you save your request you will see the detail and the request number assigned.

Your contact information should appear at the bottom of the description field.
 You may add comments at any time by clicking the "Add Comment" button.

Some agencies may use other programs to document their internal LAN/PC support.
 You should contact your agency LAN/PC support group if you need to know how they process requests for service.
 Currently, DOA/ETS and DMV use USD to document internal LAN/PC support.
 All agencies use USD to request service from ETS or our core Telecommunications contracted services.

Show detail... Internet

req106080 Request Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links >>

State of Alaska
Service Center

Logged in as: ETS USD (Logout) Home About Help

Add Comment to Request req106080 Save Cancel Reset

User Description Spelling

Simply type the additional comments into the description field and click the submit button to complete. This will document a new activity comment on your request. Each comment field allows 4000 characters and you may use as many as you need.

Description field

Save button

- Simply type the additional comments into the description field and click the save button to complete. This will document a new activity comment on your request. Each comment field allows 4000 characters and you may use as many as you need. This will also send an automatic email to the assignee or group.

req106083 Request Detail

soft Internet Explorer

File Edit View Favorites I

Back Search Favorites

Address https://helpdesk.state.sd/pdmweb.exe

State of Alaska Service Center

Logout here whenever you are ready.

Logged in as: ETS USD (Logout) Home About Help

req106083 Request Detail

Edit Request Add Comment Attach Document Close Request

Open Date/Time	Status	Priority	Request Area
11/04/2008 04:03 pm	Open	None	

Request Description

please create a presentation to provide online training for usd customers.

Properties

Name	Value	Example

History

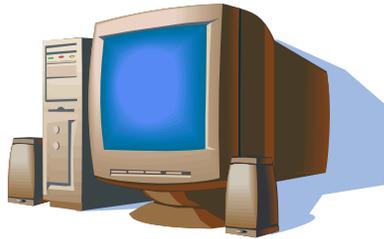
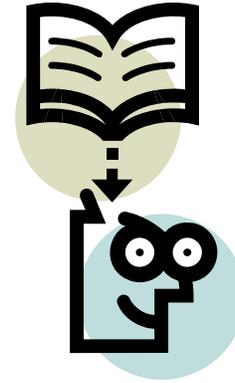
Contact	Date	Type	Summary
USD, ETS	11/04/2008 04:06 pm	Log Comment	Simply type the additional comments into the description field and click the save button to complete. This will document a new activity comment on your request. Each comment field allows 4000 characters and you may use as many as you need. This will also send an automatic email to the assignee or group.
Maki, Edward W	11/04/2008 04:05 pm	Transfer	Transfer assignee from '' to 'Maki, Edward W' Transfer group from '' to 'adm.ets.usd'
USD, ETS	11/04/2008 04:03 pm	Initial	Contact: USD, ETS Phone: (907)465-1818 Email: doa.ets.usd@alaska.gov

Create a new Request

Internet

- After saving, you will be returned to the request detail.
- Your additional comment also contains an automatic name and date stamp.
- That's all there is to creating a USD request. Just click the Logout link when you are done.

That was easy. Now what?



Keep going to learn more!

Update Counts

- ↑ circuit so (36)
- wwt so (271)
- wwt req (113)
- cat
- vp
- my requests
- reported by (58)
- all active (1391)
- help center (23)
- my requests (17)
- affecting me (10)
- my group (103)
- no analyst (120)
- no group (2)
- unassigned (2)
- my group un (0)
- my svc orders
- created by (17)
- tasks
- all active (3460)
- help center (569)
- my orders (4)
- affecting me (9)
- my group (638)
- no analyst (160)
- no group (1)
- unassigned (1)
- my group un (0)
- shared
- requests
- changes
- security (157)
- My Queue
- Requests
- Chg Orders

Request List

Search Show Filter Clear Filter Create New Edit in

Request #	Status	Open Date	Parent	Group	Contacts
req106083	Open	11/04/2008 04:03 pm			Assignee:
Priority: None	please create a presentation to provide online tra				End User: USD, ETS
req106076	Open	11/04/2008 03:01 pm			Assignee:
Priority: 5 (Low)	need pricing for wireless a ccess points				End User: Downs, Michael E



This is a sample of a customized scoreboard for a USD Analyst. This shows how queries can be set that allow easy access to automated searches to specific groups or types of requests and service orders.

- Your request is now in the queue to be assigned to an individual analyst. ETS and GCI analysts monitor their USD scoreboards constantly for unassigned requests.

All USD Requests should be assigned at the group level, most requests should also be assigned at the analyst level.

gci.sc = Assign to group only. This is the default GCI group and they will assign the request to other GCI groups as appropriate.

Normally, we should not assign to any other GCI groups. For high priority, call the SOA Service Center to make them aware.

888-565-8680 is the single point of contact number to use.

Normally, telephone and WAN troubles are assigned to gci.sc and they will assign to appropriate GCI group.

adm.as.doait = Assign to group only, no special notification required. Assign Southeast requests to Juneau and rest to Anchorage sub group. DOA IT (LAN/PC) support. This group is for Dept of Administration IT support only. Other Departments have their own IT-Sections and contact information for them can be found at the DEDPA link: <http://doa.alaska.gov/ets/dedpa.html>

adm.ets.helpcenter = Use this as a default for ETS requests.

For high priority troubles such as system outages, it is best to call someone directly at 1-888-565-8680 (press option 4).

adm.ets.accounting = This group reviews all billable Service Orders when appropriate.

adm.ets.comm.2way = For 2way Radio, ALMR, SATS support. Do not assign to a comm.*sub group unless specifically requested.

adm.ets.database = SOA mainframe computer database admin.

adm.ets.eash.* = Determine proper subgroup (exchange (email), directory, dns, ironport, web, web services, workplace).

For high priority, contact the ETS Help Center at 1-888-565-8680. Supports enterprise server applications.

All USD's for Exchange will be assigned to the adm.ets.midtier.exchange group. .

adm.ets.infr,* = related to data center infrastructure technical hardware or data center networking engineering or server hosting services.

adm.ets.network = Most WAN troubles/issues are normally assigned to GCI (gci.sc). Main sub groups are Anchorage, Fairbanks, Juneau.

adm.ets.network.project = This group is used for high level projects that span regions or require special coordination.

adm.ets.operations = Assign all operations requests to this default group. This is for AKDC mainframe computer job scheduling, etc.

adm.ets.procurement = quotes and purchasing of equipment (computers, software, network devices, etc).

adm.ets.security = This group is responsible for security, worms, virus, infections, etc. 1-888-565-8680 is available 24/7. Following link is to the **Information Security Officers (ISO) and Computer Security Designees (CSD)** http://doa.alaska.gov/ets/iso_csd.html

adm.ets.techsupport = AKDC JDC1 mainframe MVS/TSO, CICS applications support.

adm.ets.usd = Rroutine USD contact issues can be assigned to Help Center coworkers. For High priority troubles and if you have questions call.

- ETS or GCI Service Center will handle these assignments. This page is informational for customers.
- This shows how ETS requests are assigned and notified. All USD Requests should be assigned at the group level, some requests should also be assigned at the analyst level.

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Normally, telephone and WAN troubles are assigned to gci.sc and they will assign to appropriate GCI group.

adm.as.doait = Assign Southeast requests to Juneau and rest to Anchorage sub group. This is for Dept. of Administration only. DOA IT (LAN/PC) support. This group does not normally use Service Orders. Other agencies can contact their DEDPA for LAN/PC support.

adm.ets.accounting = Assign to group only. This group reviews all billable Service Orders when appropriate.

adm.ets.comm.2way = Will be assigned to group and Rod Ainge in analyst field, primarily for Radio and Pager support.

adm.ets.database = Will be assigned to group and database will assign to an analyst. For SOA mainframe computer database admin.

adm.ets.helpcenter = Assign to group and Help Center will assign to an analyst. Use this as a default for any ETS requests. For high priority troubles such as system outages, it is best to call someone directly.

adm.ets.midtier = Determine proper subgroup (internet services-dns, email, winserve). Assign to group and individual analyst. Help Center will call the midtier employee and make sure assignment is proper. This group supports enterprise hosted server applications. All USD's for Exchange will be assigned to the adm.ets.midtier.exchange group. Initially, no individual analyst needs to be assigned. Exchange group will be making their own assignments. At the end of the business day, any unassigned are transferred to Joe Spears.

adm.ets.network = Assign to proper group (node - anchorage, fairbanks, juneau). Most WAN troubles/issues are normally assigned to GCI.

adm.ets.network.project = This group is used for high level projects that span regions or require special coordination.

adm.ets.operations = Assign all operations requests to this default group. This is for AKDC mainframe computer scheduling, etc.

adm.ets.security = Assign to group and individual. ETS Help Center will contact the security person to determine correct assignment. Darrell Davis is the State Security Officer. This group is responsible for security, worms, virus, infections, etc.

adm.ets.techsupport = Assign to group and individual. AKDC mainframe MVS/TSO, CICS applications support (Sandy Parkinson for most CICS).

adm.ets.usd = Assign to group and individual (usually Steven Dahl or Ed Maki)..Routine USD contact issues can be assigned to Help Center coworkers. For High priority troubles and if you have questions call.

https://helpdesk.state.ak.us - req106083 Request Detail - Unicenter Service Desk - Microsoft Internet Explorer

State of Alaska
Service Center

Request Object key Go

Logged in as: Maki, Edward (Log Out) (Close Window)

File View Activities Actions Search Reports Window Help

req106083 Request Detail Edit Create Service Order Profile Browser

Affected End User	Request Area	Status	Active?
USD, ETS	Software.Help Desk	Work In Progress	YES
Created By	Asset	Priority	Severity
USD, ETS	unicenter tng service desk (usd)	2	2
Assignee	Group	Urgency	Impact
Maki, Edward W	adm.ets.usd	1 (High)	major
Attached Change	Charge Back ID	Call Back Date/Time	Root Cause
			user training
Summary			Security Related
usd - online training			No
Description			Total Activity Time
please create a presentation to provide online training for usd customers.			00:03:44
Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time
11/04/2008 04:03 pm	11/05/2008 08:23 am		

1. Activities 2. Service Type 3. Related Requests 4. Knowledge 5. Attachments 6. Properties

Search Logs

History				
Analyst	Date	Time Spent	Type	Summary
Maki, Edward W	11/05/2008 08:23 am	00:00:10	Field Update	FIELD='summary' OLD='create a presentation to provide online training' NEW='usd - online training'
Maki, Edward W	11/05/2008 07:56 am	00:01:11	Update Status	Status changed from 'Open' to 'Work In Progress'
Maki, Edward W	11/05/2008 07:56 am	00:00:00	Field Update	FIELD='rootcause' OLD='' NEW='user training'FIELD='category' OLD='' NEW='Software.Help Desk'FIELD='impact' OLD='' NEW='major'FIELD='urgency' OLD='' NEW='1 (High)'FIELD='severity' OLD='' NEW='2'FIELD='affected resource' OLD='' NEW='unicenter tng service desk (usd)'FIELD='summary' OLD='please create a presentation to provide online training for ...' NEW='create a presentation to provide online training'
Maki, Edward W	11/05/2008 07:56 am	00:00:00	Escalate	Changed 'priority' from 'None' to '2'
USD, ETS	11/04/2008 04:06 pm	00:00:50	Log Comment	Simply type the additional comments into the description field and click the save button to complete. This will document a new activity comment on your request. Each comment field allows 4000 characters and you may use as many as you need. This will also send an automatic email to the assignee or group.
Maki,	11/04/2008	00:00:29	Transfer	Transfer assignee from '' to 'Maki, Edward W'

Internet

- After assignment, USD analysts may need to fill additional fields on your request . These fields are optional for our customers. ETS does not expect customers to complete these fields.

Unicenter Service Desk - Request List - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: Maki, Edward (Log Out)

Scoreboard Updated: 11/05/2008 07:54 am

Service Desk Administration

File View Search Reports Window Help

Update Counts

Scoreboard

- 2way (84)
- test (0)
- poindexter (31)
- doait (0)
- law requests (560)
- fairbanks (47)
- circuit req (9)
- unassigned midtier2 (1)
- dns (0)
- gcicjp2 (31)
- gcicjp (53)
- circuit so (36)
- wwt so (271)
- wwt req (114)
- cat
- vp
- my requests
 - reported by (58)
 - all active (1390)
 - help center (24)
 - my requests (18)
 - affecting me (10)
 - my group (105)
 - no analyst (117)
 - no group (0)
 - unassigned (0)
 - my group un (0)
- my svc orders
- shared
- My Queue
- Requests
- Chg Orders
- Issues

Request List

Search Show Filter Clear Filter Create New Edit in List

Request #	Status	Open Date	Parent	Group	Contacts
req106083	Work In Progress	11/04/2008 04:03 pm		adm.ets.usd	Assignee: Maki, Edward W End User: USD, ETS
req105663	Open	10/28/2008 10:41 am		adm.ets.usd	Assignee: Maki, Edward W End User: Wahl, Joe
req103399	Resolved	09/23/2008 03:20 pm		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Druyvestein, Jay A
req103370	Researching	09/23/2008 01:40 pm		adm.ets.usd	Assignee: Maki, Edward W End User: League, Genji T
req102499	Hold	09/11/2008 12:05 pm		adm.ets.usd	Assignee: Maki, Edward W End User: Maki, Edward W
req101675	Open	08/27/2008 02:33 pm		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Maki, Edward W
req100834	Open	08/14/2008 10:43 am		adm.ets.usd	Assignee: Maki, Edward W End User: Monagle, John B
req86815	awaiting information	12/18/2007 01:08 pm		adm.ets.usd	Assignee: Maki, Edward W End User: Carstensen, Mark
req85916	awaiting information	12/03/2007 03:19 pm		adm.ets.usd	Assignee: Maki, Edward W End User: Smith, April A
req85687	Open	11/29/2007 02:02 pm	req83950	adm.ets.helpcenter	Assignee: Maki, Edward W End User: Maki, Edward W
req85012	Work In Progress	11/19/2007 05:57 pm		adm.ets.usd	Assignee: Maki, Edward W End User: Ahern, Lance
req82768	Open	10/16/2007 09:26 am		adm.ets.usd	Assignee: Maki, Edward W End User: Smith, April A
req73368	Open	05/29/2007 11:37 am		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Smith, April A
req63748	Open	12/04/2006 01:58 pm		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Smith, April A
req61603	Resolved	10/31/2006 12:05 pm		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Ferrer, Luzenel D
req60561	Work In Progress	10/13/2006 05:22 pm		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Monagle, John B
req60560	Open	10/13/2006 05:19 pm		adm.ets.helpcenter	Assignee: Maki, Edward W End User: Smith, April A

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- Custom queries help the Service Center manage the many problems and changes requested by our customers. Counts show the number of requests and changes that are assigned to different groups. This is a screen shot of an analyst's scoreboard.

https://helpdesk.state.ak.us - req106083 Request Detail - Unicenter Service Desk - Microsoft Internet Explorer

State of Alaska
Service Center

Request Go

Logged in as: Maki, Edward (Log Out) (Close Window)

File View Activities Actions Search Reports Window Help

req106083 Request Detail Edit Profile Browser

Save Successful - Activity Log created

Affected End User	Request Area	Status	Active?
USD, ETS	Software.Help Desk	Open	YES
Created By	Asset	Priority	Severity
USD, ETS	unicenter tng service desk (usd)	2	2
Assignee	Group	Urgency	Impact
Maki, Edward W	adm.ets.helpcenter	1 (High)	major
Attached Change	Charge Back ID	Call Back Date/Time	Root Cause
so57312			user training
Summary			Security Related
usd - online training			No
Description			Total Activity Time
please create a presentation to provide online training for usd customers..			00:08:50
Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time
11/04/2008 04:03 pm	11/28/2008 10:45 am		

1. Activities 2. Service Type 3. Related Requests 4. Knowledge 5. Attachments 6. Properties

Search Logs

History

Analyst	Date	Time Spent	Type	Summary
Maki, Edward W	11/28/2008 10:44 am	00:00:23	Log Comment	analysts will provide updates as your request is processed.
Maki, Edward W	11/07/2008 03:41 pm		Dispatch Service Order	Change Order so57312 created.
Maki, Edward W	11/07/2008 03:41 pm	00:00:00	Resume Service Type	The Service Type(s) on the ticket were resumed
Maki, Edward W	11/07/2008 03:41 pm	00:00:10	Reopen	Status changed from 'converted to change order' to 'Open'
Maki, Edward W	11/07/2008 03:17 pm	00:00:05	Close	Status changed from 'Work In Progress' to 'converted to change order'
Maki, Edward W	11/07/2008 01:31 pm	00:01:18	Manual Notify	Manual notification testing manual notify - specified recipients should receive this message. ed maki 465-6290 REPLY BY FORWARDING TO APPROPRIATE ANALYST Request req106083 Manual Notify. Summary: usd - online training Assigned to: Maki, Edward W Assigned Group: adm.ets.helpcenter Customer: USD, ETS Click on the following URL to view Request: https://helpdesk.state.ak.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12270238
Maki	11/07/2008	00:00:14	Transfer	

- Analysts will provide updates as they process your request.

usd - activity notifications for: ets as of 122007					g:\public\unicenter\usd\usdnotifi.xls			
	for both requests & changes							
creator/rep	requestor	affected c	assignee	group	name	code	description	notes
yes	so	yes	yes	yes	new request/change	init	create a new request/change	also z authorized contact for eso
yes	so	yes	yes	yes	close request/change	cl	close request/change order	req, so, issues
no	no	req	no	no	dispatch change	chg	create change order from re	request only
no	no	no	no	yes	event occurred	evt	log an event occurrence	req, so, issues
req	so	yes	yes	yes	log comment	log	log a user comment	req, so, issues
n/a	n/a	n/a	n/a	n/a	manual notify	nf	manual notify	as specified by sender - req, so, i
req	no	yes	yes	req	escalate	esc	upgrade priority level	req, so, issues
req	no	yes	yes	yes	reopen	ro	reopen closed request/chan	req, so, issues
req	no	yes	yes	yes	transfer	tr	reassign responsibility	req, so, issues
yes	so	yes	no	no	status changed	st	status has changed	req, so, issues
no	no	no	no	no	call back by pager	cb	call group and assignee by	issues only

- These are the USD notification rules. This shows what activities will cause a notification to be sent to the affected contact (customer), individual assignee, and ETS group/members. These rules are global in nature and are not changed on a whim. Ability to provide automatic notification was one of the primary reasons that USD was selected as the software to use for our problem change management tracking system.
- If you have questions or concerns -- contact the State of Alaska Service Center. The single point of contact telephone number is (1-888-565-8680).

This message was AutoForwarded.
Extra line breaks in this message were removed.

From: USD, ETS (DOA sponsored)
To: Maki, Edward W (DOA)
Cc:
Subject: FW: Request req106083 Escalate

Sent: Wed 11/5/2008 7:56 AM

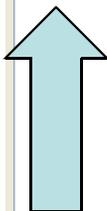
From: USD_No_Reply@state.ak.us[SMTP:USD_NO_REPLY@STATE.AK.US]
Sent: Wednesday, November 05, 2008 7:56:07 AM
To: USD, ETS (DOA sponsored)
Subject: Request req106083 Escalate
Auto forwarded by a Rule

Updates generate automatic email notifications to keep you aware of the progress on your request. There is some useful information in these emails. This request was escalated to priority level 2, had been transferred and is now assigned.

PLEASE DO NOT REPLY
Last Log Entry:
Changed 'priority' from 'None' to '2'

Summary: create a presentation to provide online training Request req106083 Escalate.
Assigned to: Maki, Edward W
Assigned Group: adm.ets.usd
Customer: USD, ETS
Description: please create a presentation to provide online training for usd customers.

Click on the following URL to view Request:
<https://helpdesk.state.ak.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12270238>



Clicking this hyper link will brink you directly into your USD request.
You won't need to enter an id and password unless you have closed your browser since the last time you accessed USD.
Ed check to see if we can make this happen.

•Please do not reply directly to USD emails. No one will see your reply. You may use the hyper link to access your request for updates to comments, or to review it's status.

req106083 Request Detail - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

req106083 Request Detail Edit Request Add Comment Attach Document Close Request

Open Date/Time	Status	Priority	Request Area
11/04/2008 04:03 pm	Work In Progress	2	Software.Help Desk

Request Description
please create a presentation to provide online training for usd customers.

Properties		
Name	Value	Example

History			
Contact	Date	Type	Summary
Maki, Edward W	11/05/2008 08:23 am	Field Update	FIELD='summary' OLD='create a presentation to provide online training' NEW='usd - online training'
Maki, Edward W	11/05/2008 07:56 am	Escalate	Changed 'priority' from 'None' to '2'
Maki, Edward W	11/05/2008 07:56 am	Field Update	FIELD='rootcause' OLD='' NEW='user training' FIELD='category' OLD='' NEW='Software.Help Desk' FIELD='impact' OLD='' NEW='major' FIELD='urgency' OLD='1 (High)' FIELD='severity' OLD='' NEW='2' FIELD='affected resource' OLD='' NEW='unicenter tng service desk (usd)' FIELD='summary' OLD='please create a presentation to provide online training for ...' NEW='create a presentation to provide online training'
Maki, Edward W	11/05/2008 07:56 am	Field Update	Status changed from 'Open' to 'Work In Progress'
Maki, Edward W	11/04/2008 04:06 pm	Log Comment	Simply type the additional comments into the description field and click the save button to complete. This will document a new activity comment on your request. Each comment field allows 4000 characters and you may use as many as you need. This will also send an automatic email to the assignee or group.
Maki, Edward W	11/04/2008 04:05 pm	Transfer	Transfer assignee from '' to 'Maki, Edward W' Transfer group from '' to 'adm.ets.usd'
USD, ETS	11/04/2008 04:03 pm	Initial	Contact: USD, ETS Phone: (907)465-1818 Email: doa.ets.usd@alaska.gov

Done Internet

- Selecting the hyperlink on the USD notification will bring you directly into your request. Here you can see any new comments or status changes entered.

req106083 Request Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links >>

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

req106083 Request Detail Edit Request Add Comment Attach Document Close Request

Open Date/Time	Status	Priority	Request Area
11/04/2008 04:03 pm	Work In Progress	2	Software.Help Desk

Request Description

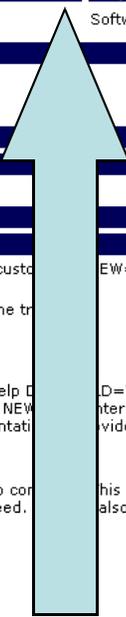
please create a presentation to provide online training for usd customers..

Properties

Name	Value	Example

History

Contact	Date	Type	Summary
USD, ETS	11/07/2008 09:15 am	Field Update	FIELD='description' OLD='please create a presentation to provide online training for usd customers..' NEW='please create a presentation to provide online training for usd customers..'
Maki, Edward W	11/05/2008 08:23 am	Field Update	FIELD='summary' OLD='create a presentation to provide online training' NEW='usd - online training'
Maki, Edward W	11/05/2008 07:56 am	Escalate	Changed 'priority' from 'None' to '2'
Maki, Edward W	11/05/2008 07:56 am	Field Update	FIELD='rootcause' OLD='' NEW='user training' FIELD='category' OLD='' NEW='Software.Help Desk' FIELD='severity' OLD='1 (High)' NEW='2' FIELD='affected resource' OLD='' NEW='training service desk (usd)' FIELD='summary' OLD='please create a presentation to provide online training for ...' NEW='create a presentation to provide online training'
Maki, Edward W	11/05/2008 07:56 am	Update Status	Status changed from 'Open' to 'Work In Progress'
USD, ETS	11/04/2008 04:06 pm	Log Comment	Simply type the additional comments into the description field and click the save button to complete your request. Each comment field allows 4000 characters and you may use as many as you need.
Maki, Edward W	11/04/2008 04:05 pm	Transfer	Transfer assignee from '' to 'Maki, Edward W' Transfer group from '' to 'adm.ets.usd'
USD, ETS	11/04/2008 04:03 pm	Initial	Contact: USD, ETS Phone: (907)465-1818 Email: doa.ets.usd@alaska.gov



Done Internet

Clicking the Add Comment button will allow you to enter additional comments.

req106083 Request Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop Taskbar

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links >>

State of Alaska
Service Center

Logged in as: ETS USD (Logout) Home About Help

Add Comment to Request req106083 Save Cancel Reset

User Description **Spelling**

you can enter additional comments into your request whenever needed. you can use control c and control v to copy/paste from another document to save time. this field is limited to 4,000 characters, but you can enter as many separate comments as needed (virtually unlimited). click the save button (located upper right) when you have finished entering your comment. |

You can enter additional comments into your request whenever needed. Simply type them into the User Description field. You can also use control c and control v to copy/paste from another document to save time. This field is limited to 4,000 characters, but you can enter as many separate comments as needed (it is virtually unlimited).

Click the save button (located upper right) when you have finished entering your comment.

Remember that this will generate an email notification.

USD, ETS (DOA sponsored)
FW: Request req106083 Log Comment
From:

Unicenter Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

Request Support

[Create a new Request](#)
[State of Alaska Service Center contact information and hours of operation](#)

Look up my existing Requests

[Search my OPEN Requests](#)
[Search my CLOSED Requests](#)
 OR - If you know the number...
 Please enter a Request number:

Look up my existing Service Orders

[Search my OPEN Service Orders](#)
[Search my CLOSED Service Orders](#)
 OR - If you know the number...
 Please enter a Service Order number:

Announcements

11/05/2008 07:55 am
 The State of Alaska Service Center has been advised of a GCI scheduled service interruption to multiple departments in Fairbanks.
 TK166312
 ER4172
 WHEN: Wednesday, December 10, 2008
 TIME: 1:00 AM - 5:00 AM
 DOWN TIME: 15 minute outage on AUN004U048 AND AUN006U048 and switch hits on AUN003B048 (* highlighted in grey on ckt list)
 REASON: This work provides diversity on the ACS undersea fiber between Whittier and Valdez. Half our traffic will now be carried on our undersea system and half on the ACS undersea system. This will cause a total outage on AUN004U048 AND AUN006U048 and switch hits on AUN003B048

 Circuits Affected:
 ADMIN ETS 333 WILLOUGHBY ST 675 7TH AVE 01/LM--/087191//GCN / VLAN 1327 10MB GCI
 ADM/ITG 1300 VAN HORN RD 01/HC--/027675//GCN / 01/HC--/019512//GCN / Old GCI replaced by this CKT
 ADM/ITG 1300 VAN HORN RD 01/HC--/027676//GCN / 01/HC--/019513//GCN / Old GCI replaced by this CKT
 ALASKA HOUSING FINANCE CORPORATION
 AHFC 1441 22ND AVE "Spruce Park" FBK 01/LM--/092293//GCN / HC-92291 GCI
 AHFC 505 STEWART ST FBK 01/LM--/092313//GCN / HC-92311 GCI
 AHFC 330 3RD AVE FBK 01/LM--/092316//GCN / HC-92314 GCI
 AHFC 401 SEVENTH AVE "Southhall Manor" 01/LM--/092333//GCN / HC-92331 GCI
 AHFC 543 3RD AVE Rural Development 01/LM--/092353//GCN / HC-92351 GCI

- You can use the Search Requests link to find requests or the Search Service Order link to find changes that you are interested in. The Counts provide easy access to requests/changes submitted by contacts in your organization (dept) or at your physical location.
- Contact location codes originate from State LDAP records and are controlled by your agency's Human Resource section .
<http://doa.alaska.gov/ets/serviceDesk/recordsUpdate.html>

Request Search - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAISd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Request Search Search Show Filter Clear Filter Edit in List

1-25 of 884 > >> List All

Request #	Status	Open Date	Parent	Group	Contact
req106110	Open	11/05/2008 10:50 am		adm.ets.helpcenter	Assigned: Earl Crapps having problems sending to landfill@wm
req106109	Open	11/05/2008 10:27 am			Assigned: Earl Crapps having problems sending to landfill@wm
req106107	Open	11/05/2008 10:07 am		gci.sc	Assigned: Switch and Network Drop Installation in Capital Bu
req106106	Open	11/05/2008 10:05 am		gci.ipt.juneau	Assigned: 907.269.0851/DOT-ADM SW-Civil RTS-DBE/voice mail p
req106105	Open	11/05/2008 09:51 am		wwt.ipt	Assigned: 907.465.3422/DCED/No dial tone on fax/Juneau
req106104	Open	11/05/2008 09:41 am		wwt.ipt	Assigned: 907.465.4506/DOL/Fax Issue/Juneau
req106103	Open	11/05/2008 09:34 am		gci.ipt.fairbanks	Assigned: 907.374.3702/DOL/Fax Issue/Fairbanks
req106102	Open	11/05/2008 09:24 am		gci.sc	Assigned: 907.269.3616/HSS/Behavior/password reset/ANC
req106097	Open	11/05/2008 08:42 am		gci.ipt.fairbanks	Assigned: 907.451.2987/HSS/Voicemail problems/Fairbanks
req106096	Open	11/05/2008 08:29 am		adm.as.doait.juneau	Assigned: DOA/DAS: PC Troubles
req106094	Open	11/05/2008 08:20 am		adm.ets.operations.dctl	Assigned: zeke schedule add
req106093	Open	11/05/2008 08:06 am		adm.as.doait.juneau	Assigned: DRB employee has lost all drives except F:
req106092	Open	11/05/2008 08:02 am		gci.ipt.juneau	Assigned: 907.465.1847/DOA/Cisco CRS Reports/Juneau
req106091	Open	11/05/2008 07:59 am		adm.as.doait.juneau	Assigned: ets - new email group doa.ets.gci notifications
req106090	Open	11/05/2008 04:11 am		adm.ets.operations	Assigned: weekly network roll 11/5 complete
req106088	Open	11/04/2008 07:40 pm		adm.ets.operations	Assigned: XJSDSYSP FAILED @ 19:30/Acute Error on Drive 1153
req106085	Open	11/04/2008 04:24 pm		adm.ets.helpcenter	Assigned: 11/05/08 request to use lcd projector:proxima
req106084	Open	11/04/2008 04:09 pm		adm.ets.operations	Assigned: Big Brother Red Balled Alarm: dwdbjnu - scli
req106082	Open	11/04/2008 03:55 pm		adm.as.doait.juneau	Assigned: DOA/DAS: Shared G:drive

Initially only 25 requests are displayed. Clicking "List All" will show up to 500 Requests.

- You may need to click the Clear and Show Filter buttons if you need to refine your search.

State of Alaska Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

Request Search [Search](#) [Hide Filter](#) [Clear Filter](#) [Edit in List](#)

NOTE: Use % For A Wildcard When Searching

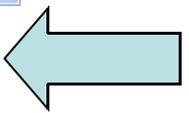
Assignment Status: Assignee: Group: Status:

Priority: Active: Request Area: Affected Asset: Created By:

Affected End User: End User Userid: Department Number: Department:

Request Summary: Request Description: [More...](#)

This is the Request Search screen. We recommend entering just the last name in the Affected End User field until you are familiar with how the USD search works. Example: to find a request reported by yourself, enter your last name in the Created By field (example: smith%). You may not need to enter your first name to find your request, but other requests may also appear in the list.



Request #	Status	Open Date	Parent	Group	Contacts
req105964	Resolved	11/03/2008 09:23 am		gci.sc	Assignee: Poindexter, Conniejean End User: Smith, Jesse L A
Priority: 1 (High)	907.269.3500 [multi]/DOA/Phones Are Down!!!/Anchor				
req102672	Open	09/15/2008 10:25 am		adm.ets.phone	Assignee: Williams, Edward End User: Smith, Jesse L A
Priority: None	Call Pilot Module Needed -- OPA/BTL/460RidgecrestD				
req99547	Open	07/24/2008 10:43 am		adm.ets.midtier.exchange	Assignee: Spears, Joseph T End User: Smith, Annette Ge
Priority: 1 (High)	The journaling set up for PFD on the exchange serv				
req97016	closed pending	06/11/2008 10:39 am		adm.ets.midtier.exchange	Assignee: Forque, Frank D End User: Smith, Annette Ge
Priority: 2	Report of emails between employees				
req94026	Acknowledged	04/22/2008 02:46 pm		adm.dmv	Assignee: Richter, Rick W End User: Smith, Deniece L
Priority: 3 (Medium)	DMV: Our printers at DMV are very slow since we re				
req83952	Open	11/02/2007 03:56 pm		adm.ets.midtier	Assignee: Smith, April A End User: Moyer, Janet A
Priority: None	Customer Suggestion for Enterprise Terminal Server				
req83950	Open	11/02/2007 03:43 pm		adm.ets.midtier	Assignee: Smith, April A End User: Dubey, Anand
Priority: None	Customer Suggestions and Concerns				
req83594	Open	10/29/2007 04:24 pm		adm.ets.midtier	Assignee: Morrison, Travis A End User: Garnick, Jackie T
Priority: None	Visual Studio Install and 101				
req83321	Open	10/25/2007 11:59 am		adm.ets.midtier	Assignee: Smith, April A End User: Smith, April V
Priority: None	SP's MQ's Maintenance Request				
req83245	Open	10/24/2007 03:12 pm		adm.ets.midtier.webservices	Assignee: Milton, Jeffrey D End User: Smith, April A
Priority: None	myAlaska Version 3 project charter develop with Te				
req66283	ready to bill	01/17/2007 11:14 am		adm.ets.accounting	Assignee: Carandang, Bernardo A End User: Arehart, Scot A
Priority: None	Finance ALDER DW Server Hosting and Oracle Support				

NOTE: Use % For A Wildcard When Searching

Assignment Status: <empty> Assignee: [] Group: [] Status: <empty>

Priority: <empty> Active: Active Request Area: [] Affected Asset: [] Created By: []

Affected End User: [] End User Userid: [] Department Number: [] Department: []

Request Summary: %train% Request Description: []

Impact: <empty> Service Type: <empty> Earliest Open Date: 11/05/2007 12:00 am Latest Open Date: [] Parent Request: []

Severity: <empty> Urgency: <empty> Earliest Resolve Date: [] Latest Resolve Date: [] Root Cause: []

SLA Violation: <empty> Template: <empty> Earliest Close Date: [] Latest Close Date: []

You can use the % sign as a wildcard to aid in searches where you are not sure of the exact spelling.

Entering a date range might also help you narrow down the list of requests that is found. Dates will need to be entered in the correct format (mm/dd/yyyy). Select the calendar icon if you need help with the format.

Click here to see less search options.

Click here to see more search options.

Request #	Status	Open Date	Parent	Group	Contacts
req106083	Work In Progress	11/04/2008 04:03 pm		adm.ets.usd	Assignee: Maki, Edward W End User: USD, ETS
req106001	Resolved	11/03/2008 01:30 pm		adm.ets.helpcenter	Assignee: Enanoria, Diane End User: Smith, April A
req95610	Open	05/19/2008 03:41 pm		adm.ets.comm.support	Assignee: Ainge, Rod End User: Kirby, Allen L
req88398	Hold	01/18/2008 07:42 am	req91768	adm.ets.network.anchorage	Assignee: Dobbs, Selena M End User: Morgan, Ray A
req86815	awaiting information	12/18/2007 01:08 pm		adm.ets.usd	Assignee: Maki, Edward W End User: Carstensen, Mark
req86813	Open	12/18/2007 12:20 pm		adm.ets.helpcenter	Assignee: Carstensen, Mark End User: Maki, Edward W

Keep your search simple. Do not fill additional fields unless you need to.

Click the search button again if needed after changing the search criteria to locate the requests you are interested in finding.

Request Search Search Hide Filter Clear Filter Edit in List

NOTE: Use % For A Wildcard When Searching

Assignment Status, Assignee, Group, Status, Priority, Active, Request Area, Affected Asset, Created By, Affected End User, End User Userid, Department Number, Department, Request Summary, Request Description

Click on the Hide Filter button to remove the visible search fields.

More... 1-6 of 6

Table with columns: Request #, Status, Open Date, Parent, Group, Contacts. Rows include req106083, req106001, req95610, req88398, req86815, req86813.

This is the list of active requests that was found using %train% in the summary line. You can easily see the status, summary line, open date, assigned group and analyst, and end user names. Clicking the highlighted number would bring you into the detail for that request..Clicking the Hide Filter button will remove the filter and show only the list of requests.

Request Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe>

State of Alaska
Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

Request Search [Search](#) [Show Filter](#) [Clear Filter](#) [Edit in List](#)

1-6 of 6

Request #	Status	Open Date	Parent	Group	Contacts
req106083	Work In Progress	11/04/2008 04:03 pm		adm.ets.usd	Assignee: Maki, Edward W End User: USD, ETS
Priority: 2	usd - online training				
req106001	Resolved	11/03/2008 01:30 pm		adm.ets.helpcenter	Assignee: Enanoria, Diane End User: Smith, April A
Priority: 5 (Low)	Big Brother Red Balled Alarm: elandingstraining -				
req95610	Open	05/19/2008 03:41 pm		adm.ets.comm.support	Assignee: Ainge, Rod End User: Kirby, Allen L
Priority: 3 (Medium)	AC PMI training for various Units by John Smyth of				
req88398	Hold	01/18/2008 07:42 am	req91768	adm.ets.network.anchorage	Assignee: Dobbs, Selena M End User: Morgan, Ray A
Priority: None	Palmer Fire Training/Upgrade from 56K circuit. Cir				
req86815	awaiting information	12/18/2007 01:08 pm		adm.ets.usd	Assignee: Maki, Edward W End User: Carstensen, Mark
Priority: 4	usd - training for mark carstensen				
req86813	Open	12/18/2007 12:20 pm		adm.ets.helpcenter	Assignee: Carstensen, Mark End User: Maki, Edward W
Priority: None	usd training				

1-6 of 6

Clicking the Clear Filter button will clear all fields to their default values (empty). It may help to start fresh. If your search doesn't work and you can't see why, try clicking the Clear Filter button and try again.

Sometimes you will need to increase the search range to find the request your are looking for. Click the Show Filter button if you need to see the search fields. Don't forget that help is only a phone call away.

State of Alaska Service Center telephone number is 1-888-565-8680.
Press option 2 for telecom or network related issues, press option 4 for ETS (mainframe or Midtier hosted servers).

Done Internet

State of Alaska Service Center

Logged in as: ETS D (Logout) [Home](#) [About](#) [Help](#)

Request Search [Search](#) [Hide Filter](#) [Clear Filter](#) [Edit in List](#)

NOTE: Use % For A Wildcard When Searching

Assignment Status: Assignee: Status:

Priority: Request Area: Affected Asset: Created By:

Affected End User: End User Userid: Department Number: Department:

Request Summary: Request Description:

Impact: Service: Earliest Open Date: Latest Open Date: Parent Request:

Severity: Urgency: Earliest Resolve Date: Latest Resolve Date: Root Cause:

SLA Violation: Template: Earliest Close Date: Latest Close Date:

Setting the Active field to show Inactive (closed), entering a Group name and increasing the open date range to 11/18/2005 gave us some different results. Sometimes you can get more clues by looking at assignments or details on the other requests. Sometimes there are enough details provided for you to see how another similar problem was resolved or wording that was used to describe the request. Simply click the highlighted Request # to view the details.

1-7 of 7

Request #	Status	Open Date	Parent	Group	Contacts
req103426	Closed	09/23/2008 04:39 pm		adm.ets.helpcenter	Assignee: Pritchett, Barbara A
Priority: 4	I am in ALDER 100 training on line, page 34. Learn				
req102249	cancelled	09/08/2008 09:53 am		adm.ets.helpcenter	Assignee: Pritchett, Barbara A
Priority: 4	JPMorgan is putting on a training in room 123 AOB				
req86400	Closed	12/11/2007 05:02 pm		adm.ets.helpcenter	Assignee: Enanoria, Diane
Priority: None	Training TDD/TTY				
req86397	Closed	12/11/2007 04:07 pm		adm.ets.helpcenter	Assignee: Enanoria, Diane
Priority: None	Training Directory Operators				
req78031	Closed	08/02/2007 02:15 pm		adm.ets.helpcenter	Assignee: Gray, Bruce
Priority: 3 (Medium)	usd training				
req50784	converted to change order	04/12/2006 10:51 am		adm.ets.helpcenter	Assignee: Maki, Edward W
Priority: None	Need to schedule a training on telephones				
req44378	Closed	12/13/2005 12:28 pm		adm.ets.helpcenter	Assignee: Crowley, Frankie D
Priority: None	new listserv for ART trainers				

1-7 of 7

Unicenter Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Print Mail

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Request Support

[Create a new Request](#)
[State of Alaska Service Center contact information and hours of operation](#)

Look up my existing Requests

[Search my OPEN Requests](#)
[Search my CLOSED Requests](#)
OR - If you know the number...
Please enter a Request number:

Look up my existing Service Orders

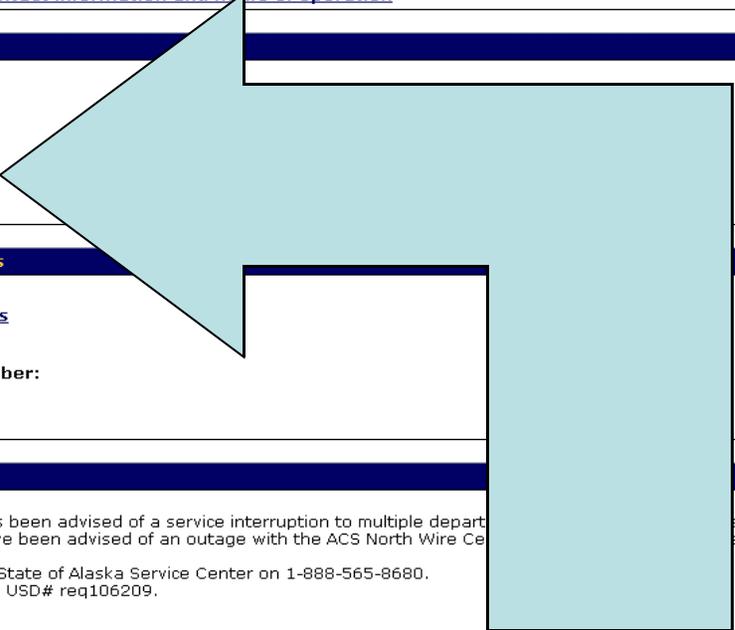
[Search my OPEN Service Orders](#)
[Search my CLOSED Service Orders](#)
OR - If you know the number...
Please enter a Service Order number:

Announcements

11/06/2008 06:09 pm
The State of Alaska Service Center has been advised of a service interruption to multiple departmental services (including but not limited to: s-anc-anmc SoaAncHssanmcCpe-1 / multiple). Wide Area Network Administrators have been advised of an outage with the ACS North Wire Center. Duration at this time is unknown. If you have questions, please call the State of Alaska Service Center on 1-888-565-8680. For further information, please refer to USD# req106209.

11/05/2008 03:21 pm
The State of Alaska Service Center has been advised of maintenance being performed by AT&T affecting wide area network service to Lena Point.
SITE: Lena Point
DAY: Thursday
DATE: November 6, 2008
TIME (AK): 7:00 am - 7:30 am
REASON: Install and activate back-up processor card in Cascade 9000.
ANTICIPATED EFFECTS: No interruption expected.
If you have questions, please call the State of Alaska Service Center at 1-888-565-8680. For further information, please refer to USD# req106130.

11/05/2008 11:57 am



- If you know the number of the request, you can simply enter it (see example above: req106083) and then click go. This method should find the request or service order regardless of if it is open or closed.

req106083 Request Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop Taskbar

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links >>

State of Alaska Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

req106083 Request Detail [Edit Request](#) [Add Comment](#) [Attach Document](#) [Close Request](#)

Open Date/Time	Status	Priority	Request Area
11/04/2008 04:03 pm	Work In Progress	2	Software.Help Desk

Request Description

please create a presentation to provide online training for usd customers..

Properties

Name	Value	Example

History

Contact	Date	Type	Summary
USD, ETS	11/07/2008 09:19 am	Log Comment	you can enter additional comments into your request whenever needed. you can use control c and control v to copy/paste from another document to save time. this field is limited to 4,000 characters, but you can enter as many separate comments as needed (virtually unlimited). click the save button (located upper right) when you have finished entering your comment. you can
USD, ETS	11/07/2008 09:15 am	Field Update	FIELD='description' OLD='please create a presentation to provide online training for usd customers..' NEW='please create a presentation to provide online training for usd customers..'
Maki, Edward W	11/05/2008 08:23 am	Field Update	FIELD='summary' OLD='create a presentation to provide online training' NEW='usd - online training'
Maki, Edward W	11/05/2008 07:56 am	Escalate	Changed 'priority' from 'None' to '2'
Maki, Edward W	11/05/2008 07:56 am	Field Update	FIELD='rootcause' OLD="" NEW='user training'FIELD='category' OLD="" NEW='Software.Help Desk'FIELD='impact' OLD="" NEW='major'FIELD='urgency' OLD="" NEW='1 (High)'FIELD='severity' OLD="" NEW='2'FIELD='affected resource' OLD="" NEW='unicenter tng service desk (usd)'FIELD='summary' OLD='please create a presentation to provide online training for ...' NEW='create a presentation to provide online training'
Maki, Edward W	11/05/2008 07:56 am	Update Status	Status changed from 'Open' to 'Work In Progress'
USD, ETS	11/04/2008 04:06 pm	Log Comment	Simply type the additional comments into the description field and click the save button to complete. This will document a new activity comment on your request. Each comment field allows 4000 characters and you may use as many as you need. This will also send an automatic email to the assignee or group.
Maki, Edward W	11/04/2008 04:05 pm	Transfer	Transfer assignee from '' to 'Maki, Edward W' Transfer group from '' to 'adm.ets.usd'
USD, ETS	11/04/2008 04:03 pm	Initial	Contact: USD, ETS Phone: (907)465-1818 Email: doa.ets.usd@alaska.gov

When entering comments, sometimes not much detail is needed. Normally, customers don't need to add additional comments unless asked directly or if you think they are going to be helpful. You should call if you need to change from the original description. Analysts might be busy solving your problem or providing service and unable to provide minute by minute comment updates, but should provide a summary prior to closing the request. We don't really need to know all the gory details of creating a training presentation do we?

Done Internet

State of Alaska Service Center

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Request Support

- [Create a new Request](#)
- [State of Alaska Service Center contact information and hours of operation](#)

Look up my existing Requests

- [Search my OPEN Requests](#)
 - [Search my CLOSED Requests](#)
- OR - If you know the number...
- Please enter a Request number:

Look up my existing Service Orders

- [Search my OPEN Service Orders](#)
 - [Search my CLOSED Service Orders](#)
- OR - If you know the number...

Please enter a Service Order number:

Announcements

11/06/2008 06:09 pm
The State of Alaska Service Center has been advised of a service interruption to multiple departments in North Anchorage (hss-anc-anmc SoaAncHssanmcCpe-1 / multiple). Wide Area Network Administrators have been advised of an outage with the ACS North Wire Center in Anchorage that is impacting services, ACS Technicians are working on this issue. Duration at this time is unknown.
If you have questions, please call the State of Alaska Service Center on 1-888-565-8680.
For further information, please refer to USD# req106209.

11/05/2008 03:21 pm
The State of Alaska Service Center has been advised of maintenance being performed by AT&T affecting wide area network service to Lena Point.
SITE: Lena Point
DAY: Thursday
DATE: November 6, 2008
TIME (AK): 7:00 am - 7:30 am
REASON: Install and activate back-up processor card in Cascade 9000.
ANTICIPATED EFFECTS: No interruption expected.
If you have questions, please call the State of Alaska Service Center.
at 1-888-565-8680.
For further information, please refer to USD# req106130.

11/05/2008 11:57 am

Request Search - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Request Search Search Show Filter Clear Filter Edit in List

1-25 of 1390 > >> List All

Request #	Status	Open Date	Parent	Group	Contacts
req106232	Open	11/07/2008 09:25 am		gci.sc	Assignee: Colvin, Edward End User: customer
Priority: 4	907.465.8953/DOT/voice mail password reset/Juneau				
req106231	Open	11/07/2008 09:20 am		adm.as.doait.juneau	Assignee: End User: Miller, Alexander W
Priority: None	DOP Lotus Notes Installation				
req106229	Open	11/07/2008 08:55 am		adm.as.doait.juneau	Assignee: End User: Parkinson, Sandra E
Priority: 3 (Medium)	I cannot logon to PATS.				
req106227	Open	11/07/2008 08:44 am		adm.ets.security	Assignee: Druyvestein, Jay A End User: Buchhorn, Lee
Priority: 4	Request userid for ftps.state.ak.us				
req106225	Open	11/07/2008 08:23 am		wwt.ipt	Assignee: Gray, Bruce End User: Kemp, Brian
Priority: 3 (Medium)	907.269.5292/DPS/Phone Issue/Anchorage				
req106224	Work In Progress	11/07/2008 08:20 am		adm.ets.midtier.exchange	Assignee: Ryan, Thomas E End User: Ryder, Tabitha K
Priority: 3 (Medium)	Gerald Guay (gaguay) is getting an error when conn				
req106223	Open	11/07/2008 08:19 am		adm.as.doait.juneau	Assignee: End User: Shannara
Priority: 3 (Medium)	Network connection is not working.				
req106219	Resolved	11/07/2008 07:54 am		gci.cncc	Assignee: Kemp, Brian End User: gci.cncc
Priority: 1 (High)	SoaGalDpsAstCpe-1 dps-gal-ast cold start and reco				
req106216	Open	11/07/2008 07:29 am		wwt.ipt	Assignee: Gray, Bruce End User: Pomeroy, Michael J
Priority: 4	907.458.6729/DOC/voice mail password reset/FBK				
req106215	Open	11/07/2008 06:41 am		adm.ets.operations.dctl	Assignee: Garrison, Sherry R End User: Grunza, Debra A
Priority: 5 (Low)	Please run the following report tonight 11/07/08.				
req106209	Resolved	11/06/2008 06:03 pm		gci.cncc	Assignee: Nelson, Gregory End User: gci.cncc
Priority: 2	SoaAncDpsgardCpe-1 (dps-anc-gard) unreachable TK#1				
req106207	Open	11/06/2008 04:56 pm		adm.ets.helpcenter	Assignee: Enanoria, Diane End User: Arehart, Scot A
Priority: 1 (High)	Finance - Close VPN Account				
req106206	awaiting information	11/06/2008 04:31 pm		adm.as.doait.juneau	Assignee: End User: Dvorak, Woody R
Priority: 2	LDAP passthru authentication connectivity failure.				
req106205	Open	11/06/2008 04:23 pm		adm.as.doait.juneau	Assignee: End User: Adair, Timothy S
Priority: None	DRB employee promotion and transfer / PC disconnec				
req106198	Open	11/06/2008 03:42 pm		adm.as.doait.juneau	Assignee: End User: Leamer, Deborah J
Priority: None	we would love help organizing our cords (phone fax				
req106196	Resolved	11/06/2008 03:35 pm		gci.cncc	Assignee: Parsons, Matthew End User: gci.cncc
Priority: 1 (High)	SoaAngDotamhsCpe-1 dot-ang-amhs restarted due to c				
req106193	Open	11/06/2008 03:27 pm		adm.as.doait.juneau	Assignee: End User: Beattie, Susetta A
Priority: None	FIN: Remove Christina Zoep, Last day 11/6/2008				
req106191	Open	11/06/2008 03:11 pm		adm.ets.midtier.exchange	Assignee: Ryan, Thomas E End User: Millard, Mark A
Priority: 3 (Medium)	Mr. Millard cannot open archived messages				
req106190	Acknowledged	11/06/2008 02:25 pm		adm.as.doait.anchorage	Assignee: Howatt, Wade A End User: Carlson, Paul D
Priority: None	DRB Anchorage office needs new scanner installed.				

Sometimes it helps to start a fresh search. Use the Clear Filter button to remove any existing search criteria and then click the Search button again. Remember to keep your search simple. Use the % sign as a wildcard if you don't know the correct spelling of a name.

Request Search - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Request Search Search Hide Filter Clear Filter Edit in List

NOTE: Use % For A Wildcard When Searching

Searching on wri% results in a list including any requests with affected end user of anyone with the last name beginning with "wri". Note that the Active switch is set to empty and will show results including any open or closed requests.

Use the scroll bar on right side, >, >> or List All, to navigate through the list of requests.

More...

Request #	Status	Open Date	Parent	Group	Contacts
req83790	Closed	10/31/2007 04:16 pm		adm.ets.security	Assignee: Davis, Myron L End User: Wright, Rafaela V
req80322	Closed	09/10/2007 08:00 am		dol.helpdesk	Assignee: End User: Writer, Ross A
req79730	Closed	08/29/2007 11:16 am		adm.as.doait.anchorage	Assignee: Waltz, Steven E End User: Writer, Ross A
req79622	Closed	08/28/2007 10:39 am		adm.ets.midtier.exchange	Assignee: Forque, Frank D End User: Writer, Ross A
req78424	Closed	08/08/2007 03:13 pm		adm.as.doait.juneau	Assignee: Mitchell, Robert L End User: Writer, Ross A
req75489	Closed	06/25/2007 03:17 pm		adm.ets.midtier.exchange	Assignee: Jones, Christopher M End User: Wright, Stoney J
req74698	Closed	06/18/2007 09:09 am		adm.ets.midtier.exchange	Assignee: End User: Writer, Ross A
req74623	Closed	06/15/2007 12:22 pm		adm.ets.midtier.exchange	Assignee: Johnson, Mitchell End User: Writer, Ross A
req74275	Closed	06/11/2007 11:16 am		adm.ets.midtier.exchange	Assignee: End User: Writer, Ross A
req74196	Closed	06/08/2007 02:25 pm		adm.as.doait.juneau	Assignee: Mitchell, Robert L End User: Writer, Ross A
req73235	Resolved	05/25/2007 09:22 am		wwt.ipt	Assignee: Dyer, John T End User: Wright, John T
req73229	Closed	05/25/2007 08:26 am		adm.ets.midtier	Assignee: Milton, Jeffrey D End User: Writer, Ross A
req72993	Closed	05/22/2007 10:33 am		adm.ets.midtier.exchange	Assignee: Milton, Jeffrey D End User: Writer, Ross A
					End User: Writer, Ross A

Service Order Search - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Service Order Search Search Hide Filter Clear Filter Edit in List

Assignment Status: <empty> Assignee: Group: Status:

Priority: <empty> Active: <empty> Category: Affected End User: USD, ETS Requester Name: Less...

Template: <empty> Template Active: <empty>

Created By: Child Type: Impact:

SLA Violation: <empty> Earliest Time To Violation: Latest Time To Violation:

Order Summary: Order Description:

Justification: Effort: Backout Plan:

Parent Change: Root Cause: Service Type: Legacy Service Type:

Earliest Need By Date: Latest Need By Date: Earliest Open Date: Latest Open Date:

Earliest Resolve Date: Latest Resolve Date: Earliest Close Date: Latest Close Date:

Earliest Est Comp Date: Latest Est Comp Date: Earliest Actual Comp Date: Latest Actual Comp Date:

Least Est Cost: Greatest Est Cost: Least Est Duration: Greatest Est Duration:

Least Actual Cost: Greatest Actual Cost: Least Actual Duration: Greatest Actual Duration:

Additional Search Arguments

No Service Orders found

SD #	Status	Open Date	Priority	Category/Related	Contacts
------	--------	-----------	----------	------------------	----------

Searching on these additional fields will not pay off for you unless the service order contains information in those fields. Additional Search Arguments is for advanced searches.

Change Order searches work much the same as Request searches.

There are just a few different fields. These additional fields are not all used consistently on all Service Orders.

Clicking the Less (funnel icon) will remove the additional search fields.

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Service Order Search Search Hide Filter Clear Filter Edit in List

Assignment Status <empty>	Assignee []	Group []	Status []
Priority <empty>	Active <empty>	Category []	Affected End User USD, ETS
Requester Name []	Template <empty>	Template Active <empty>	Less...
Created By []	Child Type <empty>	Impact []	<p>You may need to use the scroll bar on the right to view additional fields.</p> <p>This may be related to your screen resolution settings. You might consider changing your settings to 1280 by 1024 pixels.</p> <p>USD is most compatible with Window Internet Explorer 6 and Netscape 4.78. Use of unsupported browsers may result in unexpected results.</p> <p>This problem is not limited to the USD application.</p>
SLA Violation <empty>	Earliest Time To Violation []	Latest Time To Violation []	
Order Summary []	Order Description []	Backout Plan []	
Justification []	Effort []		

Display Properties



Themes Desktop Screen Saver Appearance **Settings**

Drag the monitor icons to match the physical arrangement of your monitors.



Display:

1. Plug and Play Monitor on ATI Radeon HD 2400 XT

Screen resolution

Less More

1280 by 1024 pixels

Color quality

Highest (32 bit)



- Use this device as the primary monitor.
- Extend my Windows desktop onto this monitor.

Identify

Troubleshoot...

Advanced

OK

Cancel

Apply

You can right click on your Windows desk top with your mouse to access the display properties.

- Please contact your LAN/PC ITsupport group or DEDPA contact if you need help changing your display properties or any other settings on your computer.
- Here is a link to the DEDPA contacts.
- <http://doa.alaska.gov/ets/dedpa.html>

so57289 Change Order Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

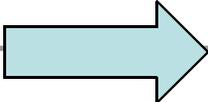
Back Search Favorites

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links

State of Alaska
Service Center

Logged in as: ETS USD (Logout) Home About Help

Add Comment to Service Order



Submit Cancel Reset

Click the Submit button when you are ready to add comments to the Service Order.

Description

You may add comments to your service order if needed.

Be aware that not everyone reads all of their USD automatic email notifications that are generated from this type of update. Also, some groups still use paper forms or require signatures to amend existing orders. This will depend on the type of request/change that you have asked for. Follow existing procedures and call the SOA Service Center if you have questions on how to proceed. Please use common sense with your updates. A paperless society is a lofty goal indeed!

We are aware that USD does have limitations. Like any computer software, it can only do what it's programmers have instructed it to do. Those silly humanoids are always making things more and more complex!

Show detail... Internet

req106083 Update Request

Affected End User *

Created By

[USD, ETS](#)

Assignee

Request Area

Asset

Group

Status

-
- <empty>
- Acknowledged
- awaiting information
- billed
- cancelled
- Close Requested
- Closed
- closed pending
- Closed-Unresolved
- collected
- converted to change order
- Fix in Progress
- Hold
- Open
- operator action
- pending funding
- Problem-Closed
- Problem-Fixed
- Problem-Open
- ready to bill
- Researching
- Resolved
- unresolved
- vendor action
- Work In Progress

Active?

YES

Severity

Impact

Root Cause

Security Related

Total Activity Time

00:06:40

Close Date/Time

History

ional comments into your request whenever needed.
 c and control v to copy/paste from another document to save time. this field is limited to 4,000
 can enter as many separate comments as needed (virtually unlimited).
 n (located upper right) when you have finished entering your comment.

OLD='please create a presentation to provide online training for usd customers.' NEW='please create a
 vide online training for usd customers..'

LD='create a presentation to provide online training' NEW='usd - online training'

from 'None' to '2'

n 'Open' to 'Work In Progress'

OLD="" NEW='user training'FIELD='category' OLD="" NEW='Software.Help Desk'FIELD='impact' OLD=""
 'urgency' OLD="" NEW='1 (High)'FIELD='severity' OLD="" NEW='2'FIELD='affected resource' OLD=""

USD is also a very flexible program with quite a bit of capability. Each USD group has it's own process to follow when updating your request. Each group has it's own criteria for defining the borderline between requests and changes. We are working to develop standards using ITIL.

In general; a request is a simple trouble or problem and a service order is a more complex change or involves funding. The assigned group can easily convert your request to a service order if needed. You should receive notification if your request is converted.

req106083 Request Detail

Save Successful - Request Activity Log updated

Affected End User	Request Area	Status	Active?
USD, ETS	Software.Help Desk	converted to change order	NO
Created By	Asset	Priority	Severity
USD, ETS	unicenter tna service desk (usd)	2	2
Assignee	Group	Urgency	Impact
Maki, Edward W	adm.ets.helpcenter	1 (High)	major
Attached Change	Charge Back ID	Call Back Date/Time	Root Cause
			user training

Summary	Security Related
usd - online training	No

Description	Total Activity Time
please create a presentation to provide online training for usd customers..	00:08:17

Open Date/Time	Last Modified	Resolve Date/Time	Close Date/Time
11/04/2008 04:03 pm	11/07/2008 03:17 pm		11/07/2008 03:17 pm

- 1. Activities
- 2. Service Type
- 3. Related Requests
- 4. Knowledge
- 5. Attachments
- 6. Properties

History

Analyst	Date	Time Spent	Type	Summary
N E W		00:00:05	Close	Status changed from 'Work In Progress' to 'converted to change order'

Converting a request to a change order is recorded in the Activity log. You should receive an automatic email from USD with the new Service Order number.

fy - specified recipients should receive this message.

ING TO APPROPRIATE ANALYST
Manual Notify.
ne training
dward W
n.ets.helpcenter

g URL to view Request:
ate.ak.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12270238

onal comments into your request whenever needed.
c and control v to copy/paste from another document to save time. this field is limited to 4,000 characters,
s many separate comments as needed (virtually unlimited).
n (located upper right) when you have finished entering your comment.

OLD='please create a presentation to provide online training for usd customers.' NEW='please create a
vide online training for usd customers..'

LD='create a presentation to provide online training' NEW='usd - online training'

FW: Service Order so57312 Created. - Message (Plain Text)

This message was AutoForwarded.

From: USD, ETS (DOA sponsored) Sent: Fri 11/7/2008 3:42 PM
To: Maki, Edward W (DOA)
Cc:
Subject: FW: Service Order so57312 Created.

From: USD_No_Reply@state.ak.us[SMTP:USD_NO_REPLY@STATE.AK.US]
Sent: Friday, November 07, 2008 3:42:28 PM
To: USD, ETS (DOA sponsored)
Subject: Service Order so57312 Created.
Auto forwarded by a Rule

PLEASE DO NOT REPLY
Last Log Entry:
create a new request/service order

Service Order:
so57312

Summary:
usd - online training

Assigned to:
Maki, Edward W

Assigned Group:
adm.ets.usd

Date Opened:
11/07/2008 15:41:26

Requested By:
USD, ETS

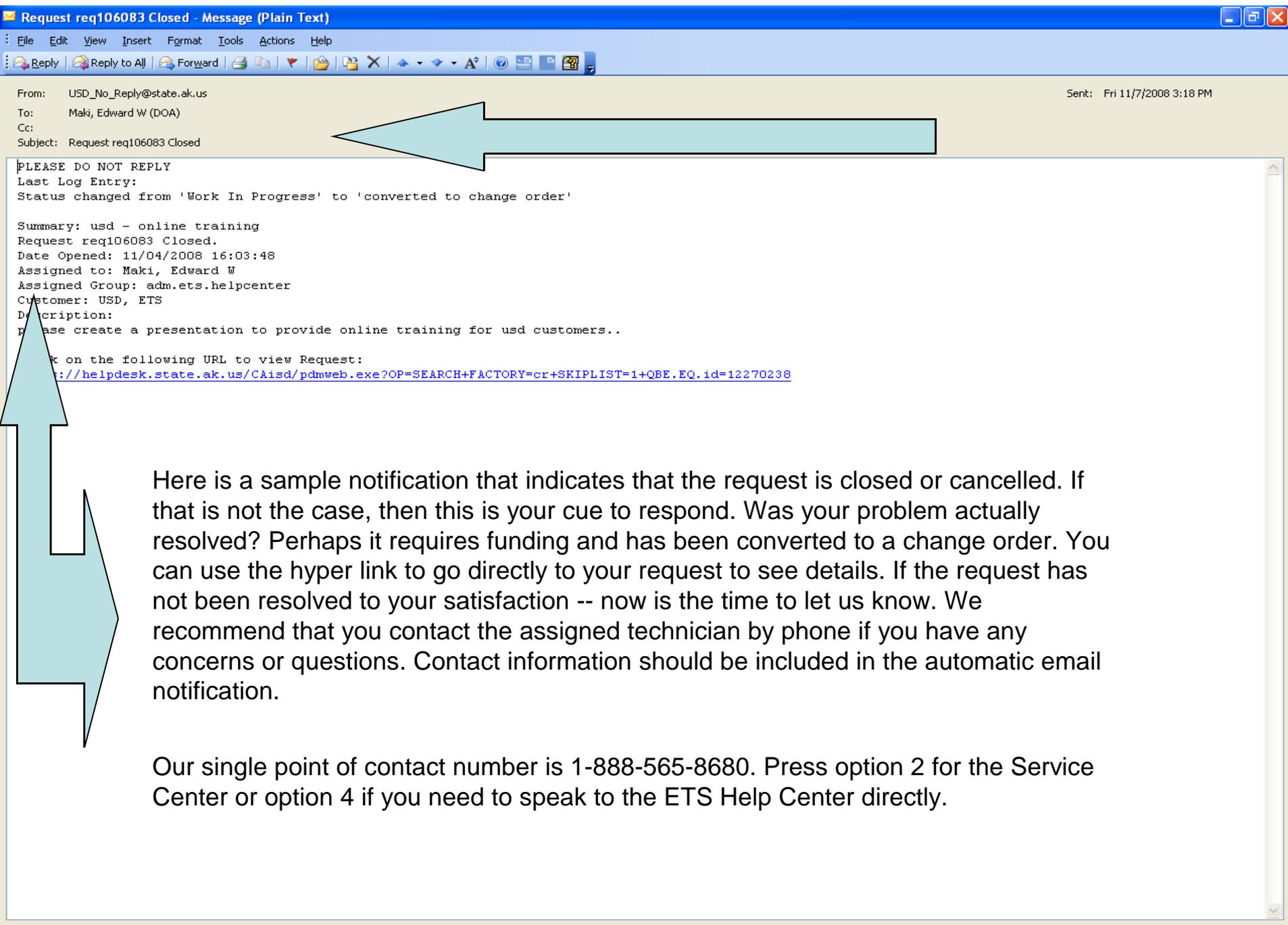
For:
USD, ETS

Description:
please create a presentation to provide online training for usd customers...

Click on the following URL to view Service Order:
<https://helpdesk.state.ak.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=chg+SKIPLIST=1+QBE.EQ.id=12269891>

There is quite a bit of information in this email. It tells you that the USD was updated on Friday at 3:41pm and that it was created to document a new request or service order. It tells you that so57312 is the new reference number. It tells you the summary (it's duplicated from the original request). It tells you who the new Service Order is assigned to and what the USD group is. It lists the Requester and Affected End User. It also provides a Description and a URL (link) to the Service Order.

USD is keeping you informed on changes to your request. If you have questions or concerns, you can contact the assignee or add a comment. If you need an immediate answer, your best bet is to call the assignee. You can also call **1-888-565-8680** anytime.



From: USD_No_Reply@state.ak.us
To: Maki, Edward W (DOA)
Cc:
Subject: Request req106083 Closed

Sent: Fri 11/7/2008 3:18 PM

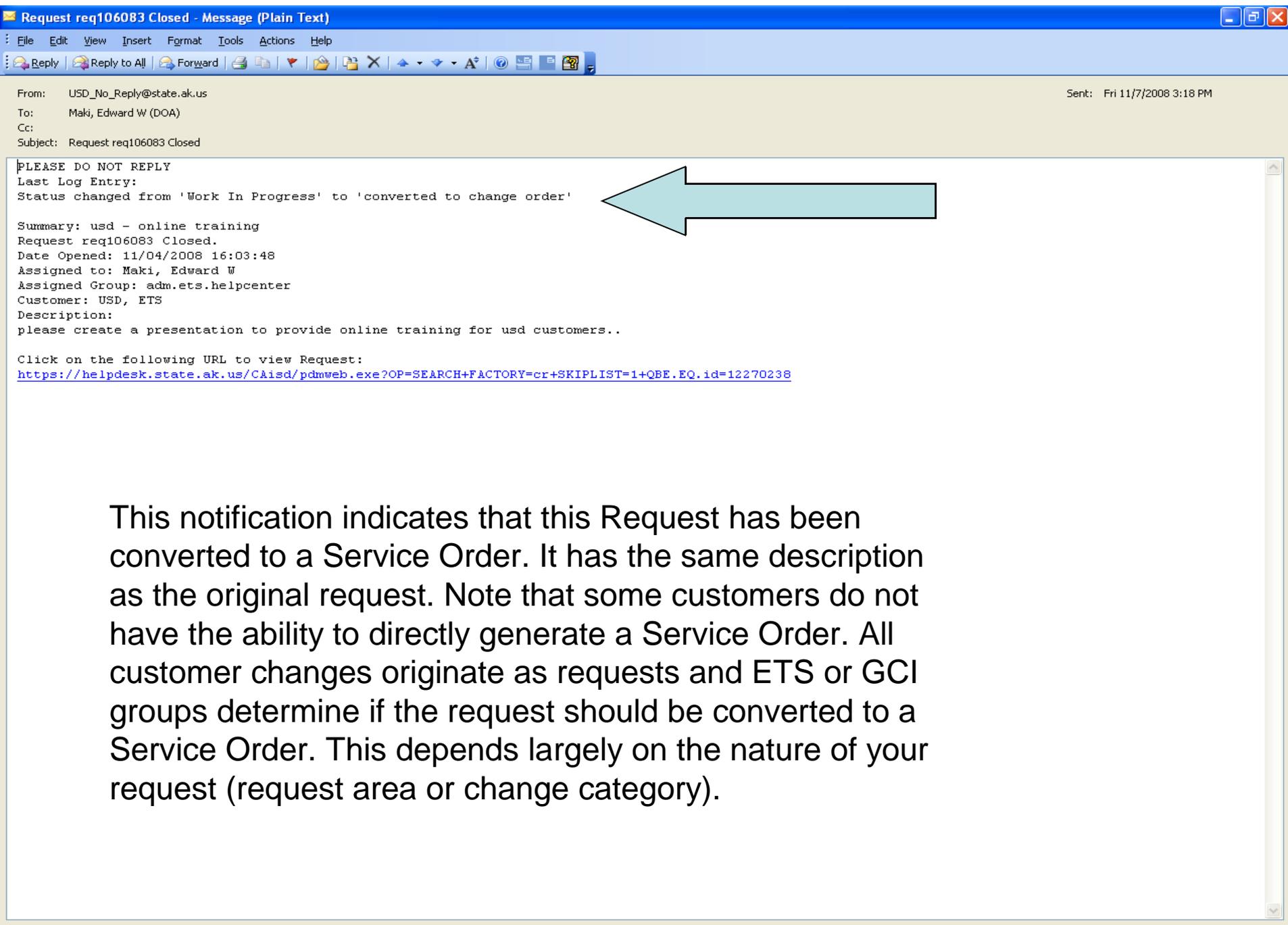
PLEASE DO NOT REPLY
Last Log Entry:
Status changed from 'Work In Progress' to 'converted to change order'

Summary: usd - online training
Request req106083 Closed.
Date Opened: 11/04/2008 16:03:48
Assigned to: Maki, Edward W
Assigned Group: adm.ets.helpcenter
Customer: USD, ETS
Description:
Please create a presentation to provide online training for usd customers..

Click on the following URL to view Request:
<http://helpdesk.state.ak.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12270238>

Here is a sample notification that indicates that the request is closed or cancelled. If that is not the case, then this is your cue to respond. Was your problem actually resolved? Perhaps it requires funding and has been converted to a change order. You can use the hyper link to go directly to your request to see details. If the request has not been resolved to your satisfaction -- now is the time to let us know. We recommend that you contact the assigned technician by phone if you have any concerns or questions. Contact information should be included in the automatic email notification.

Our single point of contact number is 1-888-565-8680. Press option 2 for the Service Center or option 4 if you need to speak to the ETS Help Center directly.



This notification indicates that this Request has been converted to a Service Order. It has the same description as the original request. Note that some customers do not have the ability to directly generate a Service Order. All customer changes originate as requests and ETS or GCI groups determine if the request should be converted to a Service Order. This depends largely on the nature of your request (request area or change category).

State of Alaska Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

Request Support

- [Create a new Request](#)
- [State of Alaska Service Center contact information and hours of operation](#)

Look up my existing Requests

- [Search my OPEN Requests](#)
- [Search my CLOSED Requests](#)

OR - If you know the number...

Please enter a Request number:



USD notifications will contain a reference number that can be used in searches.
Prefix Request searches with a "req".

Look up my existing Service Orders

- [Search my OPEN Service Orders](#)
- [Search my CLOSED Service Orders](#)

OR - If you know the number...

Please enter a Service Order number:



Prefix Service Order searches with a "so".
If you know the number this is easiest way to find the request or service order.

Announcements

11/20/2008 02:01 pm

The State of Alaska Service Center has been advised of a GCI scheduled maintenance at 2221 Eagan St, Fairbanks - FPON Migration of 6M ME at the Pioneer Home TK171199
 WHEN: TO BE RESCHEDULED
 TIME**: 2:00pm
 DOWN TIME: 2 hours.
 REASON: FPON migration.
 Technicians will be migrating this site to 6M ME FPON
 Thurs Nov 20th at 2:00pm
 Circuit List 01/HC--/081154/ /GCN /
 HSS Pioneer Home 2221 EAGAN AVE 1300 VAN HORN RD 01/HC--/082491/ /GCN /
 HSS Pioneer Home 2221 EAGAN AVE 1300 VAN HORN RD 01/HC--/082492/ /GCN /
 HSS Pioneer Home 2221 EAGAN AVE 1300 VAN HORN RD 01/HC--/081155/ /GCN /
 HSS Pioneer Home 2221 EAGAN AVE 1300 VAN HORN RD 01/LM--/081156/ /GCN /
 If you have questions, please call the State of Alaska Service Center on 1-888-565-8680.
 For further information, please refer to USD# so57428.

11/20/2008 01:07 pm

The State of Alaska Service Center has been advised of a service interruption to the Department of Transportation in Juneau (SoaJunDotaukamhsCpe-1 dot-jun-auk-amhs). Wide Area Network Administrators are currently working on the problem.

Service Order Search - Microsoft Internet Explorer

Address: https://helpdesk.state.ak.us/CAisd/pdmweb.exe

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

Service Order Search Search Hide Filter Clear Filter Edit in List

Assignment Status Assignee Group Status

Priority Active Category Affected End User Requester Name Less...

Template Template Active

Created By Child Type Impact

SLA Violation Earliest Time To Violation Latest Time To Violation

Order Summary Order Description

Justification Effort Backout Plan

Parent Change Root Cause Service Type Legacy Service Type

Earliest Need By Date Latest Need By Date Earliest Open Date Latest Open Date

Earliest Resolve Date Latest Resolve Date Earliest Close Date Latest Close Date

Earliest Est Comp Date Latest Est Comp Date Earliest Actual Comp Date Latest Actual Comp Date

Least Est Cost Greatest Est Cost Least Est Duration Greatest Est Duration

Least Actual Cost Greatest Actual Cost Least Actual Duration Greatest Actual Duration More...

1-6 of 6

SO #	Status	Open Date	Priority	Category/Related	Contacts
so57312	Work In Progress	11/07/2008 03:41 pm	2	Software.Help Desk	Assignee: Maki, Edward W
usd - online training				Parent: #Child: 0	End User: USD, ETS
so54216	Resolved	09/11/2008 10:38 am	4	Telecom.Telephone	Assignee: Wooten, David
907.543.2210/DOL/ESD/Need a phone instrument installed in the training room/BET				Parent: #Child: 0	End User: Williams, Victor L
so54211	Resolved	09/11/2008 10:06 am	4	Telecom.Telephone	Assignee: Colvin, Edward
DPS/Fire Prot/Trainine/toll-free phone number installed at the Palmer office/PAL				Parent: #Child: 0	End User: Schreck, Steven R

Clicking the Show Filter button and then entering %train% in the Order Summary field shows six active Service Orders found that match those criteria.

Using % as a wild card works in most USD fields. It might need to be entered both before and after the key word.

1-6 of 6

SO #	Status	Open Date	Priority	Category/Related	Contacts
so57312	Work In Progress	11/07/2008 03:41 pm	2	Software.Help Desk	Assignee: Maki, Edward W Parent: #Child: 0 End User: USD, ETS
usd - online training					
so54216	Resolved	09/11/2008 10:38 am	4	Telecom.Telephone	Assignee: Wooten, David Parent: #Child: 0 End User: Williams, Victor L
907.543.2210/DOL/ESD/Need a phone instrument installed in the training room/BET					
so54211	Resolved	09/11/2008 10:06 am	4	Telecom.Telephone	Assignee: Colvin, Edward Parent: #Child: 0 End User: Schreck, Steven R
DPS/Fire Prot/Trainine/toll-free phone number installed at the Palmer office/PAL					
so51394	Resolved	07/14/2008 12:02 pm	4	Telecom.Telephone	Assignee: Wooten, David Parent: #Child: 0 End User: Gaber, Daniel J
907.780.6422/HSS/JUNEAU PIONEERS HOME/training and or instruction on bcm50 settings, caller id and long distance restrict options/JUN					
so50701	Resolved	06/27/2008 02:49 pm	4	Telecom.Telephone	Assignee: Wooten, David Parent: #Child: 1 End User: Furbush, Paul R
907.235.7114/DH&SS-OCS-SCRO/Programming installation and training/Homer					
so45016	Open	02/21/2008 02:43 pm	None	Telecom.VOIP	Assignee: Kenny, Elain Parent: so43019 #Child: 0 End User: Kenny, Elain
Telephone Deployment and Training for 801 W. 10th Goldbelt Bldg					

1-6 of 6

After you find the change, simply click on the Change number to see the detail.

This works in a similar fashion to how requests work. It's as easy as pie!

Some employees do not have the ability to enter comments on change orders. It is important that your initial request provides complete details.

so57312 Change Order Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe> Go Links >>

State of Alaska Service Center

Logged in as: ETS USD (Logout) [Home](#) [About](#) [Help](#)

so57312 Change Order Detail [Edit Change](#) [Add Comment](#) [Attach Document](#) [Close Change](#) [Refresh](#)

Category	Priority	Status
Software.Help Desk	2	Work In Progress

Need By Date	Actual Start Date	Close Date/Time

Open Date/Time	Impact	Active
11/07/2008 03:41 pm	major	YES

Summary
usd - online training

Description
please create a presentation to provide online training for usd customers..

Est Comp Date	Completion Date

Properties

Name	Value	Example

History

Type	Time Spent	Date	Description
Initial	00:01:01	11/07/2008 03:41 pm	create a new request/service order

Show detail... Internet

This is the employee view of a service order. It has very much the same look as a request. Service Orders may be used to document a request if a strict workflow needs to be followed, if funding is required and authorized, or if the request is actually a 'project'.

USD analysts may have a different (more complex) view of requests and service orders (changes).

If you find that USD is too complex, please just let us know and we will change your access type to a more simple user interface.

so57312 Change Order Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://helpdesk.state.ak.us/CAisd/pdmweb.exe>

State of Alaska Service Center

Logged in as: ETS USD (Logout) Home About Help

so57312 Change Order Detail Edit Change Add Comment Attach Document Close Change Refresh

Category	Priority	Status
Software.Help Desk	2	Work In Progress

Need By Date	Actual Start Date	Close Date/Time

Open Date/Time	Impact	Active
11/07/2008 03:41 pm	major	YES

Summary
usd - online training

Description
please create a presentation to provide online training for usd customers...

Est Comp Date	Completion Date

Properties

Name	Value	Example

History

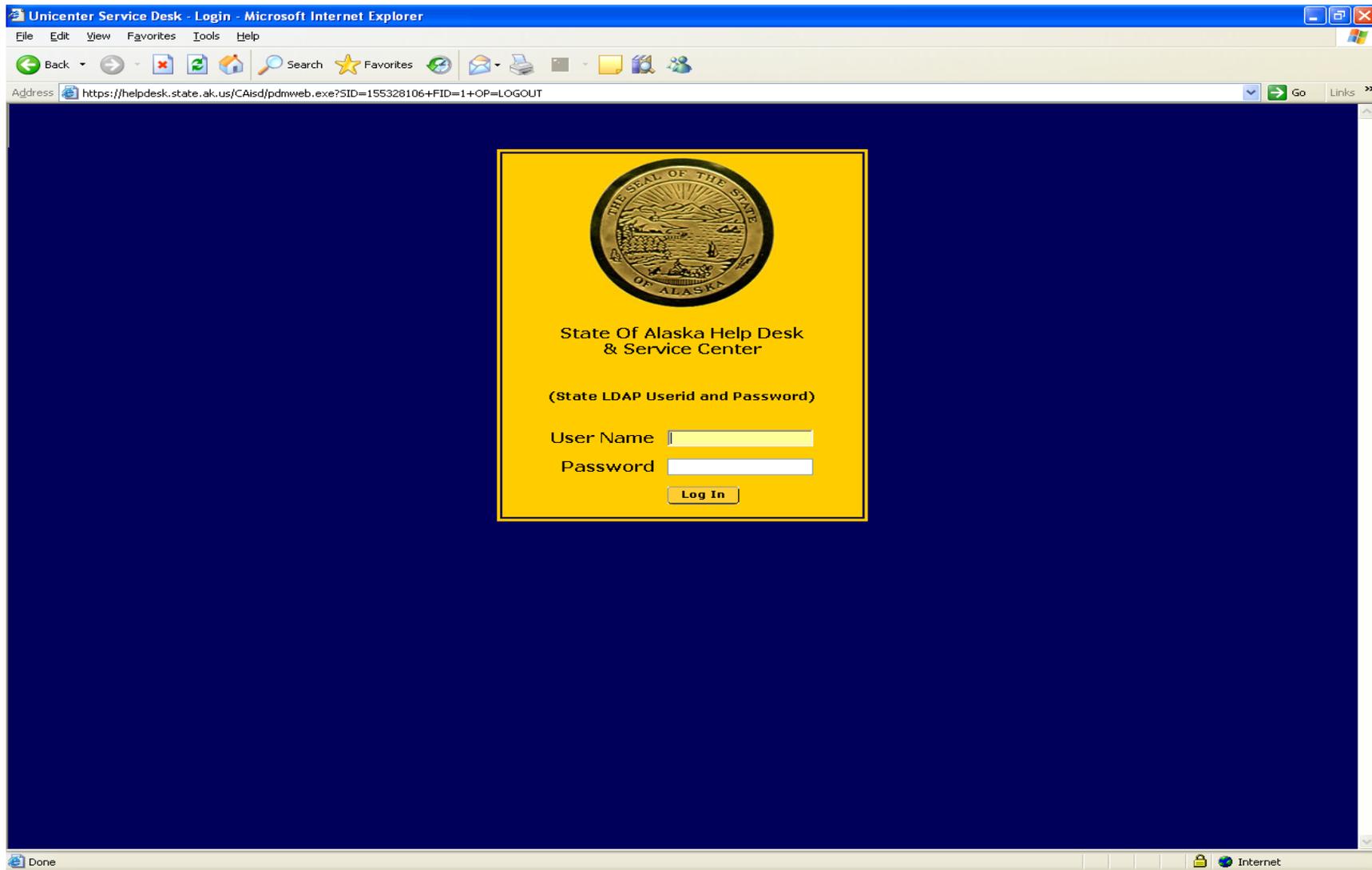
Type	Time Spent	Date	Description
Field Update	00:00:05	11/21/2008 03:46 pm	FIELD='description' OLD='please create a presentation to provide online training for usd customers...' NEW='please create a presentation to provide online training for usd customers...'
Initial	00:01:01	11/07/2008 03:41 pm	create a new request/service order

Click Home to return to your initial scoreboard view.

To report USD problems -- create a new Request with the problem details, or call the State of Alaska Service Center at 888-565-8680 (press option 4 for the ETS Help Center).

To exit USD click the Logout button.

https://helpdesk.state.ak.us/CAisd/pdmweb.exe?SID=1473328139+FID=123+OP=JUST_GRONK_IT+HTML=home.html Internet



- Thank you for using USD.