

Information Systems

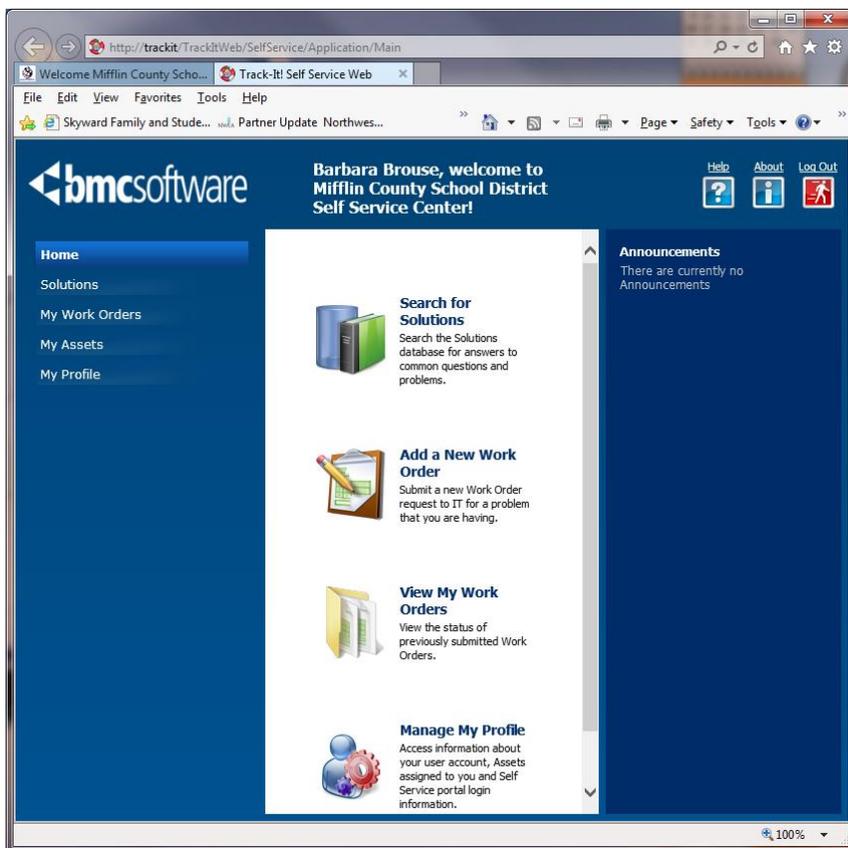
Track-It! Helpdesk System Introduction

To report technology questions, requests, or problems to the Information Systems Department, you should submit a Track-It work order.

Step One—Accessing Track-It!

The Track-It Work Order System can be accessed at <http://trackit/TrackItWeb/SelfService/Application/Main> or by clicking the Staff link from our home page, <http://www.mcsdk12.org/>, and then Track-It!

Upon accessing the Self-Service Center you will immediately notice the new layout. Track-It! can perform many functions including Searching for Solutions, Adding a New Work Order, or Viewing your Work Orders.

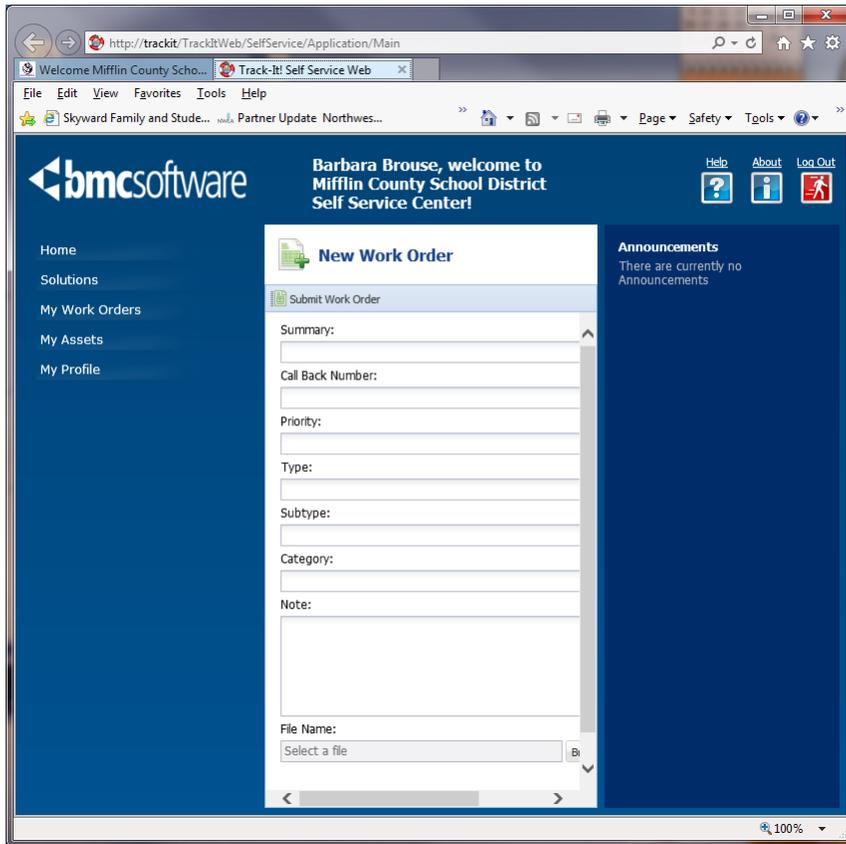


You are free to browse the various areas, but the sections you will find the most useful are “Add a New Work Order” or “View My Work Orders.” The Work Orders section is where you can enter technology repairs and requests and check on the status of your open technology work orders.

Step Two—Entering Work Orders

Entering a New Work Order

Entering a new request can be done by clicking on “Add a new work order.” Once clicking on this link you will see a screen similar to the one below:

The image is a screenshot of a web browser displaying the Track-It! Self Service Web application. The browser's address bar shows the URL: http://trackit!TrackItWeb/SelfService/Application/Main. The page header includes the BMC Software logo on the left, a welcome message for Barbara Brouse, and navigation links for Help, About, and Log Out. A left-hand navigation menu contains links for Home, Solutions, My Work Orders, My Assets, and My Profile. The main content area is titled 'New Work Order' and features a 'Submit Work Order' button. Below this button is a form with several input fields: Summary, Call Back Number, Priority, Type, Subtype, Category, and Note. At the bottom of the form is a 'File Name' field with a 'Select a file' button. To the right of the form is an 'Announcements' section stating 'There are currently no Announcements'. The browser's status bar at the bottom indicates a zoom level of 100%.

When entering a new work order, please complete the form to the best of your ability. Here are a few pointers:

Summary

The “Summary” is a one sentence statement of the problem or request. Your summary should be both useful and succinct. Some examples are “The monitor on my PC no longer functions” or “I need a new toner for an HP 4550 LaserJet.” Please do not submit summaries that are too vague. An example of what to avoid is “my pc doesn’t work.”

Call Back Number is reserved for the MCSD Black Number

This field is for the entry of the MCSD black number of the equipment for which you are entering the Work Order. This number can be found written on the equipment in black or silver Sharpie ink. If your request does not have an associated Black Number, the field can be left blank.

Priority

Priority is your chance to give us an initial assessment of the severity of your problem. The default priority is 3. Here is a brief description of each priority:

- 1 - Complete System Failure
- 2 - Severe Impact on Work
- 3 - Problem but User Can Work
- 4 - Request Not Impacting Work
- 5 - Project

Examples:

Priority 1

- Your equipment is posing an immediate safety hazard
- There is a technology problem that is affecting the entire District

Priority 2

- There is a technology problem affecting a whole building
- A piece of equipment or software application is not functioning and you have District or school-wide work due immediately

Priority 3

- A piece of equipment or software application is not functioning and you have class/office work due
- A website you wish to access is blocked
- You are unable to perform a function within an application

Priority 4

- You need software installed
- You would like a folder created
- You need assistance with SPAM email
- You are requesting a database file or supplies

Priority 5

- You need work performed on multiple machines (either in a classroom or lab)
- You are requesting new equipment
- You are requesting IS Research and Development (e.g. Reports)

Type/Subtype/Category

This series of drop-down menus allow you to “self-diagnose” your problem. In the “Type” box you can provide us with the most general classification of your problem. Subtype and Category menus are provided depending on what you choose in the preceding menu. It is worth your time to complete as many of these drop-down boxes as possible as it will assist us in routing your problem to the correct specialist more quickly.

Note

The description field provides you ample room to describe, in depth, the request you are making. Please provide any information you believe to be relevant to your problem. If the problem you are experiencing is with a document, you can attach the document to the work order much like attaching a document to an email message. (Click on the Attachment button if you wish to attach a document or picture.)

File Name

If you would like to attach a file that would be helpful in diagnosing your problem, please attach that file by clicking the Browse button to locate the file and then click the Open button.

Submit

When you have completed the necessary fields, you can click the “Submit” button to send us your work order.

If you do not click the Submit button, we will not receive your work order. When you click the Submit button, you will be taken to a confirmation/View Work Order screen that informs you the work order has been submitted and provides you with your work order number.

From the View Work Order screen, there are options to add a note or attachment, and print your work order.

Please Note

If you want to speak with a member of the Information Systems staff, you will need to have a work order number. Ensuring that all requests are logged allows us to be fair with our time. If you ask someone to work on your problem without a work order number you are, in effect, putting yourself ahead of everyone else who has entered a work order ahead of you. If you do not have a work order, we will ask you to submit one and then contact the person to whom it is assigned.

Step Three–Viewing MyWork Orders

Once a work order is in the system you can check its progress at any time. From the menu in the far left of the screen, simply click on the “**My Work Orders**” link. Select the tab of either **Open**, **Closed**, or **All** and then click on the **ID** number of the request you wish to view.

The screenshot shows a web application interface for viewing work orders. On the left is a navigation menu with 'My Work Orders' selected. The main area has three tabs: 'Open Work Orders', 'Closed Work Orders', and 'All Work Orders'. Below the tabs is a table of work orders.

ID	Summary	Date Entered	Priority	Assigned Technician
49124	test	2/6/2014 9:33:03 AM	5 - Project	
49084	2014-2015 Fifth Grade Assessment - due end of March (Teach...	1/31/2014 2:34:34 PM	5 - Project	Barb Brouse
49068	Skyward - EA + NY course recommendations by teachers Open...	1/31/2014 9:45:48 AM	3 - Problem but User ...	Barb Brouse
46207	Skyward - Create Skylert file for Staff *Process every Friday *...	8/22/2013 12:57:38 PM	5 - Project	Barb Brouse
45534	Computer - WIN7 error: BGInfo error received after reboot (se...	7/23/2013 7:13:24 AM	3 - Problem but User ...	Jon Dobson
45074	Software-Crystal Reports XI install *waiting for laptop to upgr...	5/16/2013 1:27:47 PM	5 - Project	Barb Brouse
41020	Database - Create Web Version of Database Maintenance for ...	7/31/2012 10:27:50 AM	5 - Project	Barb Brouse

You will then see the details of the work order. The screen will be similar to this:

The screenshot shows the BMC Software TrackIt! Self Service Web interface. The page title is "View Work Order" and the work order ID is 45534. The requestor is Barbara Brouse. The status is "Open". The summary is "Computer - WIN7 error: Bginfo error received after reboot (see attached)". The priority is "3 - Problem but User Can Work". The type is "Hardware" and the subtype is "Laptop Computer". The assigned technician is Jon Dobson. The date entered is 7/23/2013 7:13 AM, the date assigned is 7/23/2013 7:15 AM, and the expected completion date is 7/23/2013 7:15 AM. The date completed is 7/23/2013 7:15 AM by BEB42. The notes describe the issue and the steps taken to resolve it. The resolution field states that an Alaris job was created to update the bginfo settings file, and the update changes the location of the bro file that bginfo writes to. The new location will be the C:\users\public folder. The technician ran the job on Ange Rowle's computer and is waiting for the results. The attachments include a file named "Error_beb42@mcsdk12.org.docx (68 KB)".

ID:	45534
Requestor:	Barbara Brouse
Call Back Number:	
Asset:	
Status:	Open
Summary:	Computer - WIN7 error: Bginfo error received after reboot (see attached)
Priority:	3 - Problem but User Can Work
Type:	Hardware
Subtype:	Laptop Computer
Category:	
Assigned Technician:	Jon Dobson
Date Entered*:	7/23/2013 7:13 AM
Date Assigned*:	7/23/2013 7:15 AM
Expected Completion Date*:	
Date Completed*:	7/23/2013 7:15 AM by BEB42
Notes:	WIN7 error: Bginfo error received after reboot (see attached). Jon, I powered down at the end of the day on Monday, but when I booted and logged on today, I received the attached error. I clicked Ok and continued to work. I searched for a fix on the web, but didn't feel comfortable making the change... http://www.sadikhov.com/forum/index.php?/topic/84110-window-problem/
Technician Notes:	8/30/2013 12:16 PM by JAD09 trying it on barb's computer as well 8/30/2013 12:15 PM by JAD09 created an Alaris job to update the bginfo settings file. the update changes the location of the bro file that bginfo writes to. it was writing to the users' TEMP folder but the new location will be the C:\users\public folder. I ran the job on Ange Rowle's computer and am waiting for the results.
E-mail Messages:	
Resolution:	
Attachments:	Error_beb42@mcsdk12.org.docx (68 KB)

From this screen you can see when your work order was entered, the approximate date it will be worked on, which Information Systems staff member is assigned to your work order, and what steps we have taken (seen in the "Resolution" field).

You can add to the work order by clicking "Add Note" if you wish to add further description to your original submission.

When you are done viewing the work order, simply click "Log Out", located at the top right corner.