BOR Service Desk: IT Staff User Guide

Scope: CCC	Revision Date: 10/17/2014

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1. Introduction

The Connecticut State College and Universities (CSCU) Board of Regents (BOR) Information Technology (IT) Support Center is the single point of contact for assistance (incidents, problems, questions, etc.) with any BOR-provided IT service (e.g. Email, WAN, Internet, Blackboard, Banner, Client Security, websites, etc.). The IT Support Center website can be used to find the status of IT resources, read important notices, find links to FAQs, documentation, tutorials, etc.

Whenever the BOR IT Support Center is contacted via email or phone (Contact Us), a ticket will be created in the BOR Service Desk. The BOR Service Desk is a workpace in the BMC FootPrints system that will record and track all service incidents and requests. Upon the creation of a ticket, an email will be sent out to the individual requesting support with the details of the opened ticket.

To access the full details of a particular incident/request, you need to go into the ticket by logging into the FootPrints system. This document provides the instructions on how to log into the FootPrints system and access the BOR Service Desk workspace to view and update tickets.

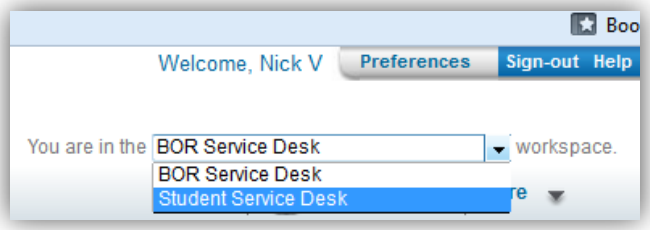
Note: In the FootPrints system a ticket is also referred to as a Request or a Request Ticket.

2. Log-in to the BOR Service Desk

- Launch a browser and go to http://servicedesk.ct.edu
- At the login screen please put in your credentials. It will differ depending on your institution.

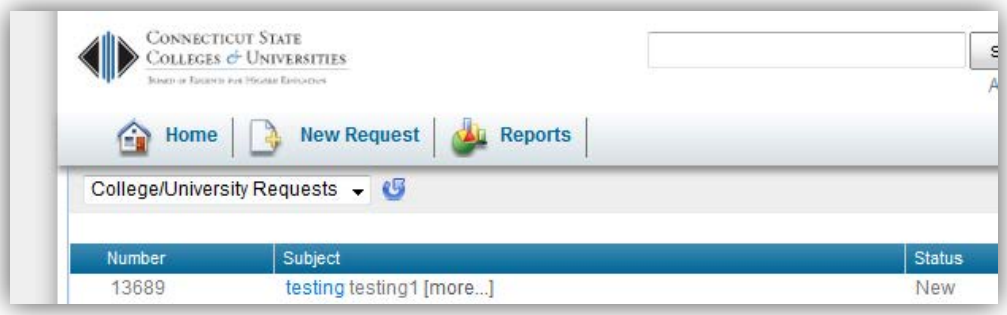
- You will be taken to the Home screen. More details on FootPrints Authentication.
- If you have already used the Service Desk website then you will be taken to your primary workspace (see 3a). Otherwise, you will be taken directly to the BOR Service Desk workspace.

a. If you already use the FootPrints system at your institution, then you'll need to use the drop down in the top right hand corner to switch to the BOR Service Desk workspace.



3. Viewing Tickets

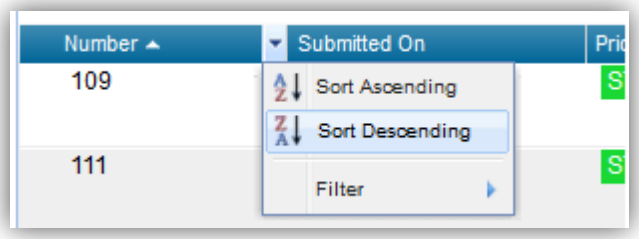
Once logging into the BOR Service Desk, you will be presented with ALL of your tickets and those for your institution (College/University Requests). To view the details (Contact Info, Browser Info, Ticket Categorization and all Descriptions) of any ticket, just click on the **Subject** (e.g. "testing" in the example below).



Note: If you're accessing a BOR Service Desk ticket from an email, then you'll be taken directly to the ticket Details page which should provide you with all Descriptions that relate to that request.

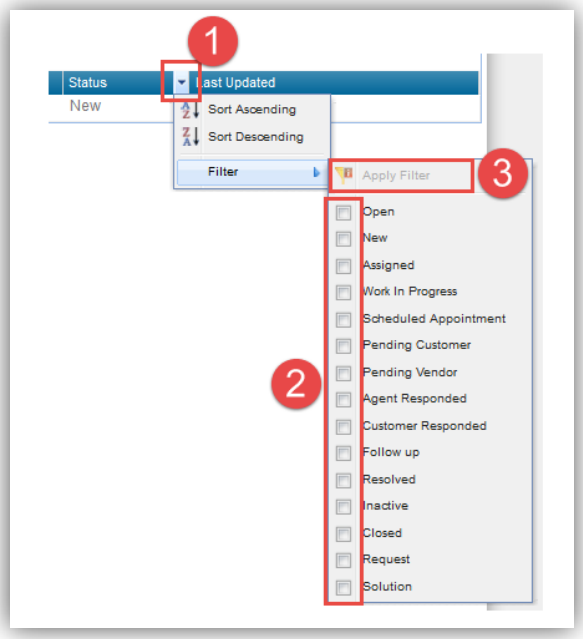
3.1. Changing the Ticket List Order

The tickets appear in the list in ascending order. This means that the oldest ticket is first in the list. To see the last ticket, scroll through the pages of tickets or select the arrow next to the column header and chose the 'Sort Descending' option. This will change the order, so the newest tickets will appear at the top of the list.



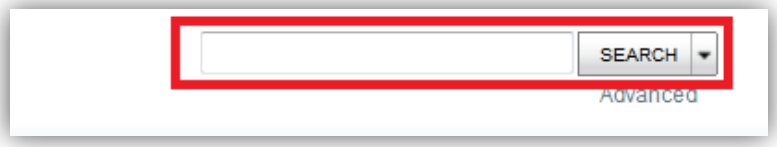
To change pages, simply select the directional arrow located on the top right of the list of tickets.

Also, you can filter the list of tickets to only show certain statuses (i.e., only open tickets, no closed tickets, etc.). To do so, click on the arrow next to filter, select the statuses you wish to list and click the apply Filter button.



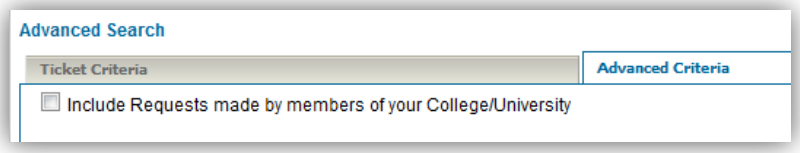
4. Searching for a Ticket

To search for a ticket, you can simply enter the ticket number in the keyword in the search box at the top of the screen and click the search button. When searching for a number or userID, it's best to include it in quotes. For instance, I would use "860" to search for any ticket that has an 860.



4.1. Creating a Custom Search

1. Click on the Advanced button under the search box which will take you to a page that will let you build your Advanced Search.
2. Select the criteria you want on the *Ticket Criteria page*.
3. Select the **Include made by members of your College/University** on the *Advanced Criteria page.*



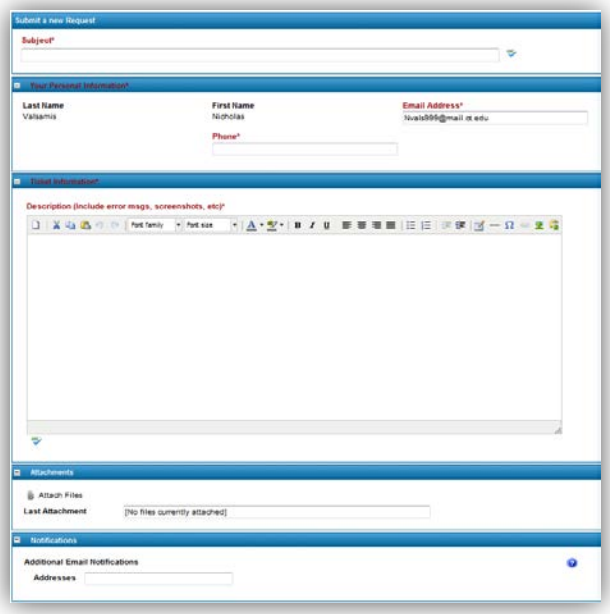
4. Switch to the *Run tab* and select the ***GO*** button.

5. Create, Update or Close a Ticket

5.1. Create a Ticket

To create a ticket, select the New Request button from the top of the page.

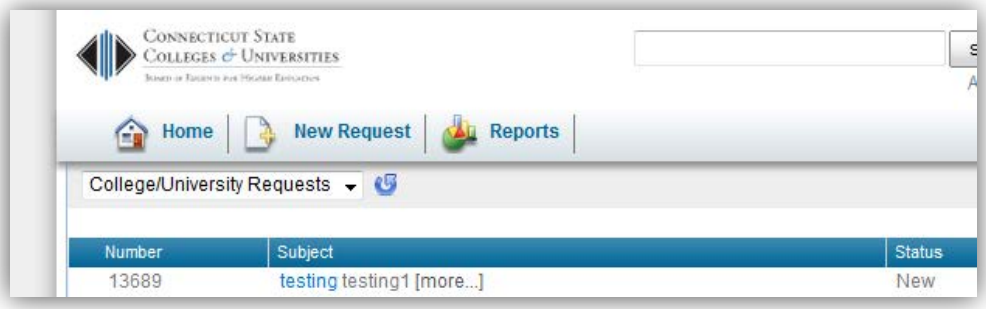
In the "Submit a Request" window, you will be required to enter a subject and description for your request. Also, you will have the option to update your email and phone number, attach a file or add additional email addresses (CCs).



When you have entered all the appropriate information, use the Save button to submit your ticket

5.2.Edit a Ticket

From the BOR Service Desk homepage, you can click on the ticket number to jump directly to the edit screen.

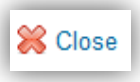


Alternatively, you can select the edit button from the ticket details page.

Once in the edit page, you'll be able to update the Description of your request and add any new attachments. Once finished, you can use the save button to submit your update.

5.3.Close a Ticket

From the details view of a ticket, you can use the Close button to start the process of closing a ticket.

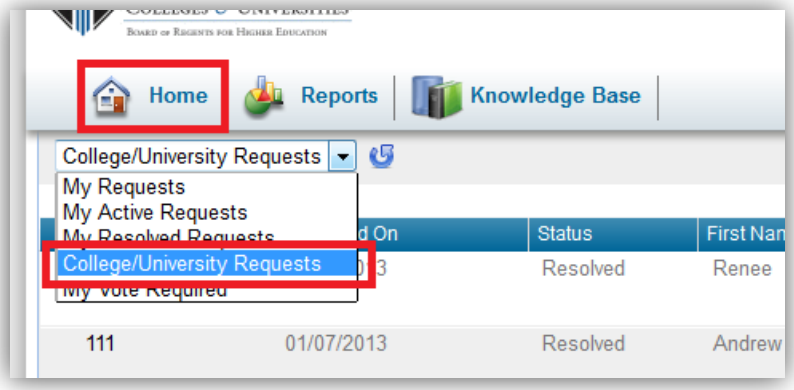


You'll have the option to add a final description to the ticket before saving. To finalize the closing of the ticket, you can use the save button.

Note: Once a request ticket is closed, it cannot be reopened. Instead, create a new request ticket and reference the original request ticket number.

6. Returning to the Homepage

At any time, you can click the Home button and then select 'College/University Requests' from the drop down to return to the 'College/University Requests' page. To view the details of any ticket, just click on the Subject.



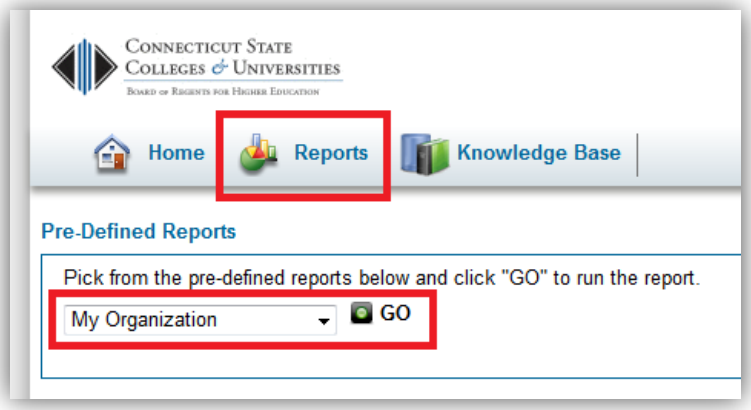
This view provides you 20 request tickets per page with the oldest request ticket first.

7. Reports

Reports can be run at any time. Each time a saved report is run, it returns the latest data from the current Workspace. Shared/Public Reports only contain data the customer is allowed to see (either his or her own Issues or those of the College / University).

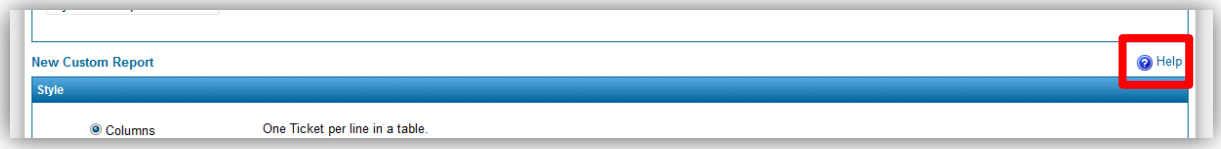
7.1. Running a Pre-Defined report

From any screen, select the reports button from the top toolbar then chose your Pre-Defined report from the drop down. Once you've selected the pre-defined report you want to run, select the GO button.



7.2. Creating a Custom Report

The Custom Reports feature allows you to create report templates based on any combination of criteria, with many formatting options. Formatting options include headings, columns, sorting, and color graphs. Single and two-level metrics based on any fields can be included. Report output can be exported to another application (such as Excel). It is important to note; regardless of which custom report you chose to create, make sure to select the '**Include Requests made by members of your College / University**' seen on the Ticket Criteria tab. For help on Custom Reports, use the Help button seen on the right of the report page. Once you select the style of the report, click the Go button to configure the criteria for your report.



8. Contacting Support

If you have any questions or need assistance, please contact the BOR IT Support Center:

- Email: ServiceDesk@ct.edu
- Phone: 860.723.0111