

IT Service Desk

New Look & Feel

ORIGINAL

NEW LOOK

SERVICE DESK HOME PAGE

SERVICE DESK HOME PAGE

LOCATE YOUR REQUESTS

LOCATE YOUR REQUESTS

LIST OF REQUESTS

My open requests

| Type | Key | Priority | Summary | Status | Reporter | Updated |
|------------|-----|----------|--|---------------------|-----------------|--------------------|
| ITSD-16554 | | | Create Shared Calendar in Outlook | WAITING FOR SUPPORT | Wertz, Jennifer | 14/Mar/23 12:50 PM |
| ITSD-16417 | | | Setup Desk for Sara Baker at 1473 | WAITING FOR SUPPORT | Wertz, Jennifer | 23/Feb/23 9:24 AM |
| ITSD-16083 | | | Time Zone shows as EST | EXECUTION | Wertz, Jennifer | 14/Mar/23 2:39 PM |
| ITSD-15410 | | | Various Issues with Trainings in Web Browser | WAITING FOR SUPPORT | Wertz, Jennifer | 14/Dec/22 3:25 PM |
| ITSD-15089 | | | Employee Hire, Change, & Exit Workflow Enhancement | REVIEW | Nikolaou, Anna | 31/Jan/23 9:19 AM |

LIST OF REQUESTS

Requests

Switch to My Requests Extension page

Use My Requests Extension please click the button on the right.

| Reference | Summary | Status | Service project | Requester |
|------------|--|-------------|-----------------|-----------------|
| ITSD-15527 | File issue with Adonisium being down. Could not validate timestamp | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-15295 | Add everyone in sda #.all and Patrick Schroeder to AzureADSyncUsers | IN PROGRESS | IT Service Desk | Louella Magtoto |
| ITSD-14649 | Confluence is down - Master Ticket | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-14828 | Add email address for 1 active and 2 inactive vendors that are in Jira | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-14869 | Add 7 users to "saccounty\AzureADSyncUsers" | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-1851 | PC for Lou to use at the Plant on Thursday 3/12 | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-2017 | Louella gets "unable to create user" to computer" on go.saccounty.net | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-1943 | Create a GoToMeeting Account for Louella | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-4406 | Turn on W0378263 located in Raul Rodriguez cube | CLOSED | IT Service Desk | Louella Magtoto |
| ITSD-4387 | Turn on W0378263 located in Raul Rodriguez cube | CLOSED | IT Service Desk | Louella Magtoto |