


Frazier, Stephen

From: Frazier, Stephen
Sent: Wednesday, October 01, 2008 3:31 PM
To: CMA_Faculty; CMA_Staff
Subject: Please use our new IT online trouble-ticket tracking system

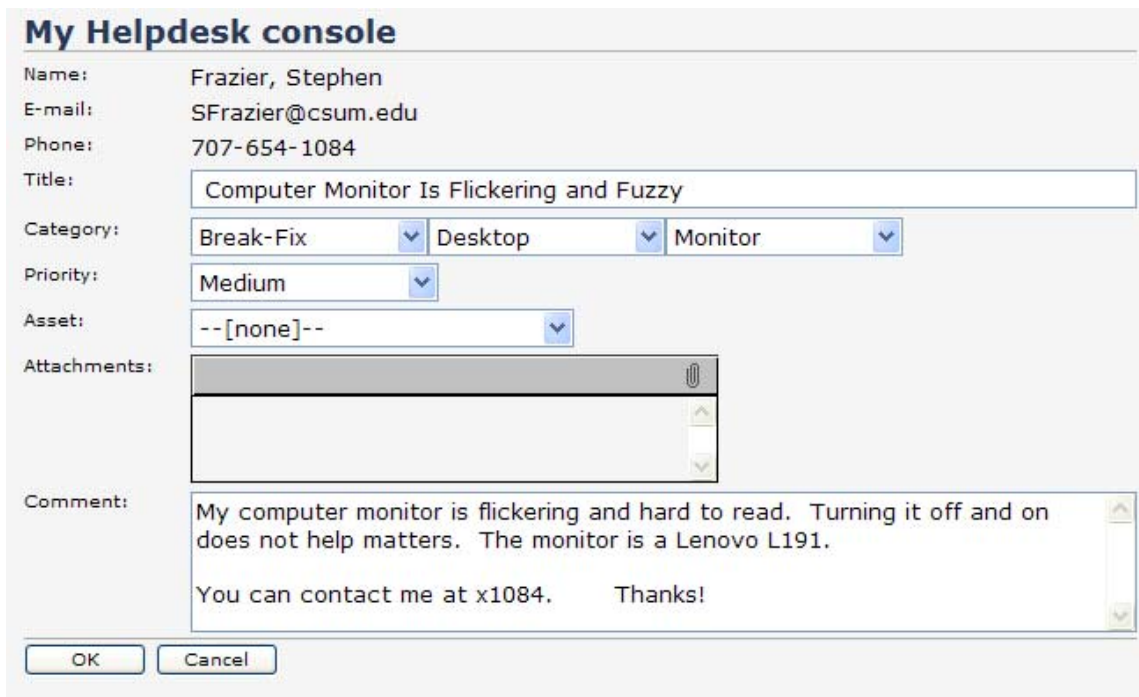
Dear Faculty and Staff,

The IT Department recently implemented an online trouble-ticket tracking system to improve our Help Desk operation. When you are on campus, you may now submit requests for assistance or repair via a Web browser. Requests are stored in a web-centric database and you will be automatically notified via email of any change to the status of your request(s). Several people on campus discovered it during the implementation phase and their feedback has been positive.


To request assistance for any IT-related issue, simply point your web browser to the IT Help Desk web page located at <http://www.csum.edu/ITinfo/Departments/Helpdesk> and click on the [Open a Help Desk Ticket or View Status](#) link. When the “My Helpdesk Console” window opens, select the appropriate option (“Create a New Helpdesk Ticket,” “Create a New Peoplesoft Ticket,” or “Create a New WebCT Ticket”). Other links are provided for new hires, add/move equipment requests, etc. Note: If you are asked to logon, use your Windows username and password.

It is important that the Help Desk knows how to contact you. Please include your phone number when submitting a request. Better yet, update your information that is included in Outlook (or Active Directory) by clicking on the “Edit my information”  icon located in the upper right-hand corner of the “My Helpdesk Console” window.

At this point, the system knows who you are and pre-populates your name, email address and phone number. The title field is similar to a subject line—use it to provide a one-liner describing the problem. Make sure you put enough information in the comment area to completely describe the problem.



My Helpdesk console

Name: Frazier, Stephen
E-mail: SFrazier@csum.edu
Phone: 707-654-1084
Title: Computer Monitor Is Flickering and Fuzzy
Category: Break-Fix Desktop Monitor
Priority: Medium
Asset: --[none]--
Attachments: 
Comment: My computer monitor is flickering and hard to read. Turning it off and on does not help matters. The monitor is a Lenovo L191.
You can contact me at x1084. Thanks!

OK Cancel

Look for another announcement in the near future about the knowledge base associated with this tracking system that will allow you to search for solutions to common problems. Also, please note that both the Help Desk tracking system and knowledgebase are only accessible when you are on campus.

We encourage you to try this new system! If you have any questions or comments about how to create a ticket, please contact Vance Webb at ywebb@csu.edu or x1047.

Thanks!

Stephen L. Frazier

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<http://www.csum.edu>