

Upgrade from RT to Sysaid

Evidence of Dialog with District Director of Information Technology

RE: Accreditation Evidence Request: D2L and Sysaid - Message (HTML)

Follow up. Start by Thursday, October 31, 2013. Due by Thursday, October 31, 2013.

From: Warriar, Sathish
To: Wentworth, Kimberly
Cc:
Subject: RE: Accreditation Evidence Request: D2L and Sysaid

Sent: Wed 10/30/2013 12:55 PM

Message | asset detail.png (87 KB) | asset listing.png (108 KB) | ticket detail.png (70 KB) | track all messages.png (68 KB)

Kim,

With regards to sysaid, I don't have any evidence per se that RT was not working for our needs but here are just a few of the things that we had issues with:

1. Product was hard to maintain and customize
2. RT was an "open-source" software which meant we did not have any support that we could rely on to resolve issues with it.
3. Not user friendly for end-user to use the product, end users only had to send emails to IT to open tickets.
4. Authentication was not integrated with our Directory so everyone had a separate login id/password
5. Could not customize to satisfy District and College IT workflows

I'm attaching screenshots as evidence of sysaid working (named the files to self-explanatory). If you need additional information please let me know.

Sathish

From: Wentworth, Kimberly
Sent: Friday, October 18, 2013 10:00 AM
To: Warriar, Sathish; Mehdizadeh, Mojdeh
Cc: Flum, Judith; Kivel, Andrew (Andy); Smith, Clayton; Tejada, Mario; Becker, Michael; Ybarra, Nancy
Subject: Accreditation Evidence Request: D2L and Sysaid

Dear Mojdeh and Sathish,
I am working on LMC's accreditation self-study. Can you please provide me with the evidence to support Standard II.C.1.? These responses are specific to answering how we meet this standard in regards to the

Click on a photo to see social network updates and email messages from this person.

Search cannot return results for this view. Click here for more information.

Asset Detail

Computer Inventory > Computer List > OPT-980 (DELL-DCFLKN1)

Helpdesk Assets Analytics Tools SR Quick Search

Information Maintenance Helpdesk Hardware Software Activity Log RC Access List vPro CMDB History Monitoring Login History

Availability Related Items

Name: OPT-980

Type: Workstation

Group: \

Company: Select company

Catalog number: OptiPlex 980 Dell Inc. Workstation OptiPlex 980 Dell Inc. Workstation Details

Description:

Owner: none

Users: Browse Clear

Serial: DCFLKN1

Model: OptiPlex 980

Manufacturer: Dell Inc.

Operating System: Windows 7 Enterprise [6.1.7601]

CPU: 1 x Intel Corporation Core i5 660 3.3 Ghz

Memory: Physical: 3510 Mb, Page file: 7019 Mb.

Display: Intel(R) HD Graphics adapter, Generic PnP Monitor monitor.

Storage: Total capacity: 233 Gb in 2 devices.

Network: Host Opt-980@do.local
Adapter Intel(R) 82578DM Gigabit Network Connection, IP Address 10.10.53.69
4/12/2013 08:43 Update.aspx

Asset Listing

Computer Inventory > List of Computer Create New Asset

Search Advanced Filter Show All View: DEFAULT Custom

Records 1 - 50 of 548 << Page 1 of 11 >> Show All

Name	Group	Location	Description	Users	IP Address	Type	Manufacturer	Serial	Source
	\			Christina Xydas, Evren Gursun, Jennifer Tejada			Dell Inc.	9MS31F1	
	\						Dell Inc.	9MKMYC1	
DO1237IT-SW	IDO Computers			Salish Warrior	10.0.0.5	Laptop	TOSHIBA	6B144175H	Agent
DO1260IT-JG	IDO Computers			John Gonzalez	10.10.53.216	Workstation	Dell Inc.	8723GC1	Agent
DO1259IT-KB	IDVC			Kenneth Blaney, Pamela Edmonston	10.10.53.53	Workstation	Dell Inc.	C1M30G1	Agent
DO6921IT-NE1	IDO Computers			Nina Eusebio	10.10.53.54	Workstation	Dell Inc.	4C7KLH1	Agent
OPT-980	\				10.10.53.69	Workstation	Dell Inc.	DCFLKN1	Agent
DO1269IT-DA2	IDO Computers			Daniel Abbott	10.10.53.71	Workstation	Dell Inc.	11K1JD1	Agent
DO1274RE-JD	IDO Computers			Joy Hakola-Dardin	10.10.53.75	Workstation	Dell Inc.	3DD2GF1	Agent
DO1219IT-FT	IDVC			Fred Tahan	10.10.53.77	Workstation	Dell Inc.	5C7KLH1	Agent
5THFL-CONF	IDO Computers				10.10.53.92	Workstation	Hewlett-Packard	3CR24400XQ	Agent
DO1266IT-TM	\			Elizabeth Hauscarriague, Tim McDonald	10.10.53.93	Workstation	Dell Inc.	CH8KP81	Agent
DO1257IT-JC1	IDO Computers			Catherine Walton-Woodson, Fred Tahan, Tim McDonald	10.10.53.94	Workstation	Dell Inc.	DFQTNB1	Agent
HELENB_TUFBK	IDO Computers			Aleksandar Ilich, Helen Benjamin	10.10.53.96	Laptop	Panasonic Corporation	2JKSA37923	Agent
DO6959PU-JE	IDO Computers			Apollonia Jordan, Fred Tahan, Jovan Esprit, Kim	10.10.53.96	Workstation	Dell Inc.	J3CKP81	Agent
DO16848FA-DB	IDO Computers			Daniela Baliff	10.10.54.100	Workstation	Dell Inc.	94K1JD1	Agent
DO1242PA-JS1	IDO Computers			JoAnn Cota	10.10.54.51	Workstation	Dell Inc.	FB9HDD1	Agent
DO1248PA-RM1	IDVC			Renita Mack	10.10.54.58	Workstation	Dell Inc.	762JVC1	Agent
DO1294HR-RR1	IDO Computers			Reed Rawlinson	10.10.54.62	Workstation	Dell Inc.	2NWGLC1	Agent

Records 1 - 50 of 548 << Page 1 of 11 >>

Computer Inventory > List of Computer Create New Asset

Ticket Detail

Helpdesk Assets Analytics Tools SR Quick Search

Status: User responded

Priority: Low

Request time: 10/29/2013 15:51

Due Date:

Request user: Keith Parsons
[Show Details](#) [Send Message](#) [Chat with end user](#) [Remote Control](#)

CC: [Browse](#) [Clear](#)

Category: Network Printer need ability to print to it

Subject: Network Printer - MusicRecording Arts

Queue: LMC techs

Assigned to: Rod Raumer

Description: The printer in room 712 is working on my computer, but not from any of other of the computers in the department.

Notes:

Keith Parsons (10/30/13 12:00 PM):

Hi Rod,

Here is a list of the offices that utilize the network printer:

704, 706, 707, 712 (working), 713 and 714.

Thank you,

Keith

Rod Raumer (10/30/13 11:34 AM):

Give me a list of the offices and I will add it.

[Add a note](#)

Main Asset: none [Change](#)

Technical Solution:

Ticket Tracking

Help Desk > Incidents > Incident #12514 - Network Printer - MusicRecording Arts

Displaying 1/74

General Details Messages Chats History

hide automatic messages Open all messages

Timestamp	From	To	CC	Subject	Body
10/29/13 3:51 PM	ACPORTAL\kparso ...	ACPORTAL\kparso ...		Helpdesk Service Request #125 ...	Thank you for contacting Information Technology helpdesk, your request has been recorded, service r ...
10/30/13 11:34 AM	ACPORTAL\rraume ...	ACPORTAL\kparso ...		Helpdesk Service Request #125 ...	Your helpdesk request has been modified by Rod Raumer, details of the request is shown below. Servi ...
10/30/13 12:00 PM	ACPORTAL\kparso ...	ACPORTAL\rraume ...		Incident #12,514 status has b ...	Incident #12,514 status has been changed to User responded Title: Network Printer - MusicRecording ...
10/30/13 12:00 PM	ACPORTAL\kparso ...	ACPORTAL\kparso ...		Helpdesk Service Request #125 ...	Your helpdesk request has been modified by Keith Parsons, details of the request is shown below. Se ...

Actions: [Send Message](#) [Add to Knowledgebase](#) [Search Knowledgebase](#)

[OK](#) [Cancel](#) [Apply](#)