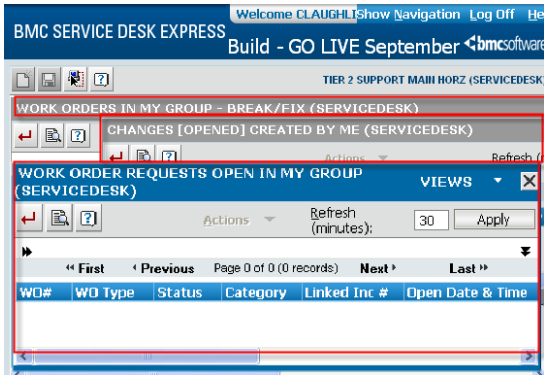


Dashboards

Support Desk Express (SDE) has a new dashboard feature that allows you to have up to three queries open at once. For example, you can see your team's Change Requests Break-fix and Service Request Work Orders at the same time.



When you logon, a pre-defined dashboard launches. To switch to a different dashboard:

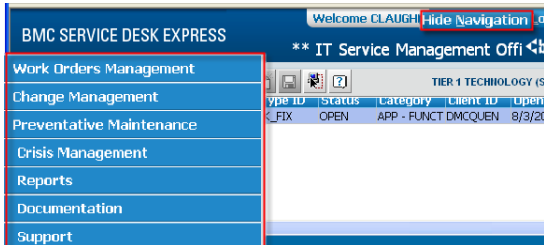
1. Click on the Dashboard Manager icon.
2. Select a defined dashboard and click the SWITCH TO button.



Navigation

The Navigation bar contains links to forms and documentation.

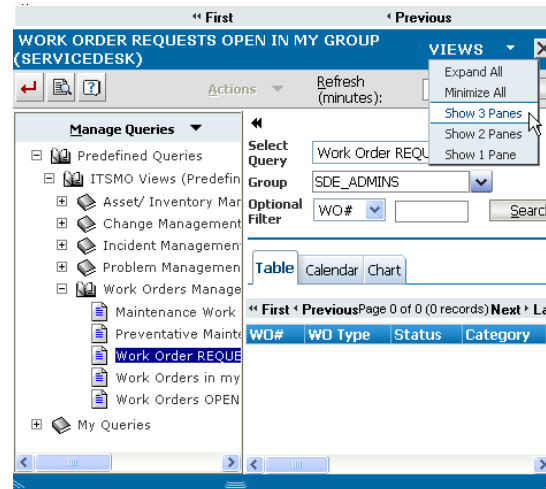
The entire Navigation bar can be hidden or restored by clicking on Hide or Show Navigation.



Views

Each view is made up of multiple panes that show lists, calendars, or graphs. Each view can be expanded or minimized to show more or less data. To change the view,

1. Click once on the view to make it active.
2. Click on Views drop down menu and select the number of panes you want to see.



Note: If you close a view by clicking on the X icon, you can restore it by reloading the dashboard by clicking on dashboard manager.

You can double click any Work Order or Change Request (RFC) directly from the Dashboard View. It will launch in a new window.

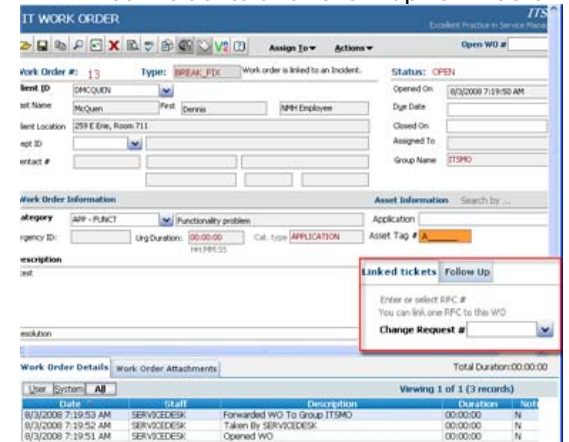
You can print the entire view or refresh by using the View Action Item bar.



Work Orders

Although the Work Order form looks the same, there are several enhancements.

- Required fields have yellow shading until you fill them in.
- Popup lists can be filtered.
- There are tabs on the form that show linked incidents and follow-up reminders.



Break/Fix & Service Requests

Based on the Category you choose on the WO Form, the Work Order will be classified as either a Break/Fix or Service Request Type.

This allows different types of work orders to be sorted, queried and reported on.



Preventive Maintenance

Common maintenance task such as Server recycling and data base management can be tracked through the Preventative Maintenance Module.

There are two ways to track preventive maintenance:

Schedule a Maintenance Task: This link allows you to schedule recurring tasks. SDE will automatically create the Work Order and assign it when the task is due.

Preventative Maintenance Work Order: This link allows you to create the work order and assign it manually.

Requests for Change (RFC)

The Request for Change form has not changed, but some of the terminology has:

Action	Status
Opened but unassigned	Logged.
Assigned to Manager	Build*
Approved by Manager	Approved
Approved by CAB	Accepted

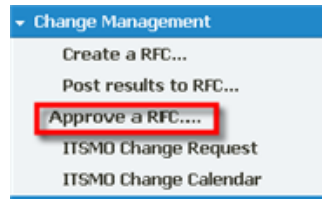
*When you forward a change request the status automatically changes to **Build** and you receive a pop-up message that the RFC has been assigned.



Approving RFCs

You no longer have to open a change to approve it or post results.

1. From the navigator bar, click the "Approve a RFC Link".



2. From the Change # field, select the number or click Details to search.
3. When you find the RFC, you can approve it directly on the form.

Posting Results to RFCs

1. From the navigator bar, click "Post Results to RFC".
2. From the RFC# field, select the RFC number or click Details to search.
3. When you find the RFC, you can use approve it from the same form.

Logons and Time Outs

If the number of licensed users has been exceeded, you will not be able to logon to Service Desk Express.

To prevent the licenses from being used up, you will be logged out of Service Desk Express after 30 minutes of inactivity.

If timed out, click Login to re-enter.

Questions?

Read the Work Order, Change Management or Break-fix User Guides – Or call the CRU Service Desk at 6-4357.

ITSMO

Excellent Practice in Service Management

Service Desk Express



Magic Total Service Desk is being replaced by **Service Desk Express** (SDE).

Look inside to find out about new features and enhancements.

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