

Office of Technology Service Requests

Effective August 9th, 2010

All requests for service for the Office of Technology starting Monday August 9th will be entered through Self Service in PeopleSoft. All service requests (used to be called Work orders for Track-IT) need to be sent through this new interface.

Emails to helpdesk@amaisd.org or Track-it will no longer create a work order.

Why a new system? The new system improves the information collected, allows for automatic notifications upon completion, provides for improved reporting, and improved scheduling.

How you use the new system....

Login to PeopleSoft on the Employees tab on the AISD home page.

Then click on the AISD - For Employees.



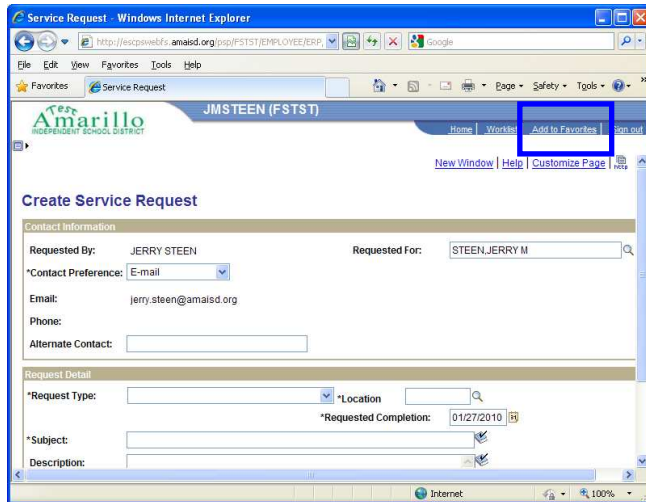
Then click on the - My Service Requests



Service Request is where you create a new Service Request.

My Service Requests is where you go to see your existing Service Requests and where you can add additional information if needed.

It is recommended you add these two separate items to your Favorites the first time you open the windows, so it very easy for you to get to the windows.

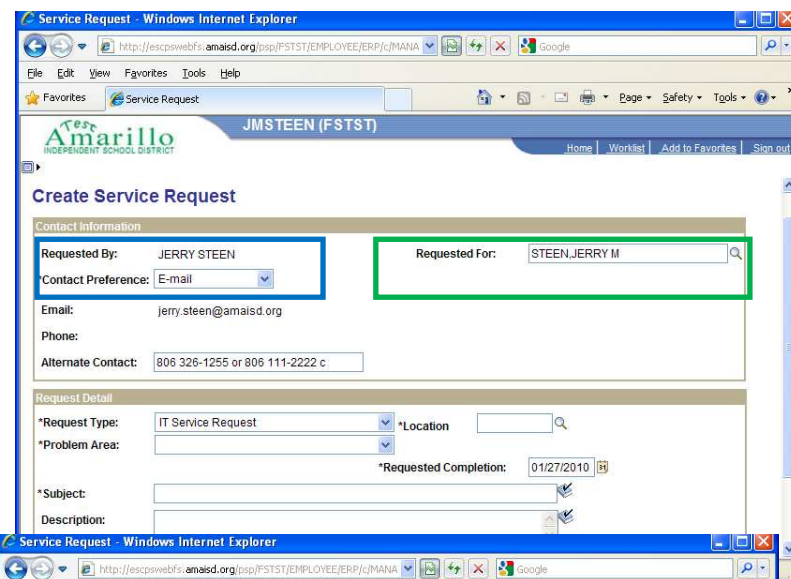


After you have the “Create Service Request” Window open click “Add to Favorites”



Click OK

You can do the same when you open “My Service Requests”.

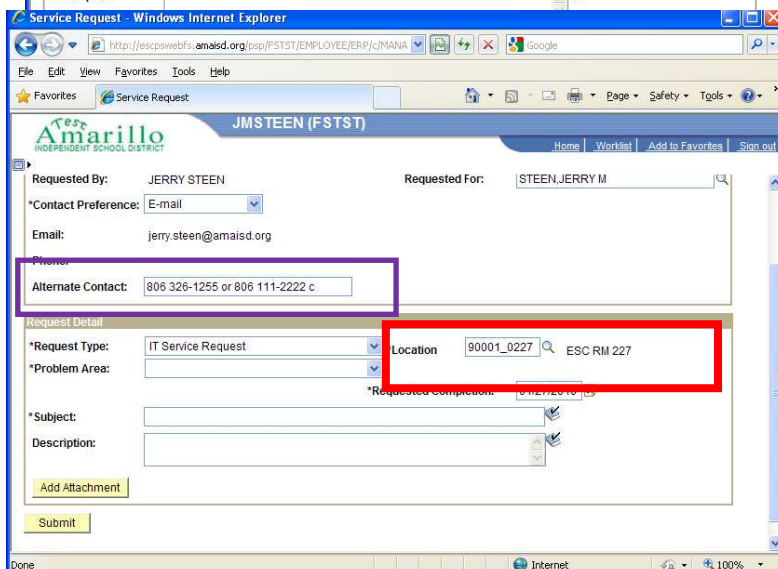


A new service request will display and here is an example.

Requested by will always be your name

Requested for – Track-IT assumes that you are putting in a service request for yourself. If this is not the case you can click the Search glass and search for the person in need. This list is everyone in the district.

Alternate contact information could be a co-worker or a phone number.



Under **Request Detail** Section

Request Type is ALWAYS
IT Service Request – that is the only option


Location is a required field and is much more than just your room #.
It also has your campus location and helps identify all the equipment in your room as well.

It will always be the same format

5 digits, underscore, 4 digits
#####_####
12345_1234

I recommend you write it down for future reference.

You CANNOT put in an INVALID location. You can put in a WRONG location which will then route your service request to the wrong campus and / or tech team. Make sure this is correct at least to the Campus if you cannot determine the actual room number.

If you do not know your Location ID, click the Search icon to the right of the field 
If you cannot find your Location ID, please send an email to jerry.steen@amaisd.org See below for examples of how to use the searching capability.

You can use your AISD Campus code,
which is a 3 digit number

Or search by campus name

Look Up Location

CAMPUS: begins with

Location Code: begins with

Description: begins with

[Basic Lookup](#)

Look Up Location

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Search Results

View All First 1-47 of 47 Last

CAMPUS	Location Code	Description
139	13901	PUCKETT ELEMENTARY SCHOOL
139	13901_0000	PUCKETT CAMPUS
139	13901_0001	PUCKETT RM 1
139	13901_0002	PUCKETT RM 2
139	13901_0003	PUCKETT RM 3
139	13901_0004	PUCKETT RM 4
139	13901_0005	PUCKETT RM 5
139	13901_0006	PUCKETT RM 6

Search Results

View All First 1-47 of 47 Last

CAMPUS	Location Code	Description
139	13921_5000	PUCKETT A / V CLOSET
139	13906_5000	PUCKETT A / V ROOM
139	13920_5000	PUCKETT A / V STORAGE
139	13930_8000	PUCKETT A / C OFFICE
139	13901_8000	PUCKETT ACTIVITY CENTER
139	13901_0019	PUCKETT ART RM
139	13931_5000	PUCKETT ASST PRINCIPAL
139	13904_5000	PUCKETT BOOKROOM

Scroll down till you find your room – click it to select it. In some rare cases, you may not find it. Please email jerry.steen@amaisd.org if you don't find your room number in the campus list. If your room is NOT in the list, choose the main code for your campus. **This will insure that your service request gets assigned to the correct tech team.**

Request Detail

*Request Type: *Location: ESC RM 227

*Problem Area:

*Pick One:

*Requested Completion:

*Subject:

Description:

Problem Area – Choose **Help Desk** for Technology hardware and software issues outside of People Soft, Skyward, Network or Phone issues. If in doubt, choose **Help Desk**.

The screenshot shows the 'Request Detail' form. The 'Request Type' is 'IT Service Request' and the 'Location' is '90001_0227 ESC RM 227'. The 'Problem Area' is 'Help Desk'. The 'Pick One' dropdown menu is open, showing a list of categories: Computer, Media Cart/Projector/Document Camera, Peripheral, Printer, Project, and Software. The 'Requested Completion' date is '02/03/2010'. There are 'Add Attachment' and 'Submit' buttons at the bottom.

Pick One – Pick a category that best explains your problem

Additional Data

In most cases, the data requested is the same for each category selected.

SOAP BOX –YES ! - the **asset #** is important. If you need help with your computer and you give us the asset # from the monitor, then you are slowing down your own service request.

Why? We name computers with that **asset #** in the name. This gives us the ability to search inside our various programs for your computer and many times we can work on it remotely once we find it. **ALSO** - We have your **room #** in your computer name. So again we can do a search based on that bit of information. If you do **NOT** give us good information, you are slowing down our ability to help you. Thank you

The screenshot shows the 'Request Detail' form with the 'Additional Data' section expanded. The 'Request Type' is 'IT Service Request' and the 'Location' is '90001_0227 ESC RM 227'. The 'Problem Area' is 'Help Desk' and the 'Pick One' is 'Computer'. The 'Additional Data' section includes fields for 'Asset #' (12345), 'ROOM #' (227), 'Contact Phone #' (806 326-1255), and 'Type'. The 'Requested Completion' date is '02/03/2010'. There are 'Add Attachment' and 'Submit' buttons at the bottom.

Our need for the **Asset #** is still critical. This tells us which piece of equipment in your room needs repair.

Room # - this gives you a second chance to give us a room #

Contact Phone # - do you have a phone or cell phone that we could call if we needed you to help us with your service request.

You can add an attachment to the service request to assist in explaining the problem you are experiencing. A screen shot if it is a software problem, a word document further explaining a problem if you feel it would help. A photograph if you think that would help you explain the problem you are having. Basically you can attach any type of document to the service request.

Type - The information that shows in this field is dependent on the category of Service Requests. There is no **Type** choice for **Printer, Project or Software**

Computer

Desktop
Laptop
Server
xTenda

Media Cart, etc

Document Camera
Mobi
Other
Projector
Smart Board

Peripheral

Keyboard
Monitor
Mouse
Other
Scanner

Subject → Input a short description of your problem

Description → input as complete a description as possible. Information like “it’s broke” is not helpful. We need information like, “it’s not booting” or “display is fuzzy” or “pointer does not move with mouse.” If there is an error code, give us that as well.

Add Attachment → if you have a screen shot of your problem, you can attach it to the service request here.

Click the Browse button to navigate to your file → Click **UPLOAD**

C:\Documents and Settings\jmsteen\Desktop\Jerry.jpg

Submit → click submit to complete your service request.

You will automatically be taken to **My Service Requests**

The screenshot shows a web interface for 'My Service Requests' for user JERRY STEEN. It includes a status filter dropdown set to 'All Open / In Progress'. Below is a table with one service request entry.

Service Request	Subject	Status	Date Required	Notes
0000000001	computer will not boot	Open	04/20/2010	

My Service Requests defaults to showing all your open or in progress requests

My Service Requests
JERRY STEEN

*Status: All Open / In Progress

Service Request	Subject	Status	Date Required	Notes
0000000001	computer will not boot	Open	04/20/2010	

You have a choice of :

ALL service requests
All Open / In Progress or
Complete / Closed

If you click on the **blue Service Request** link, you can select the service request that you would like to view.

Pick One: Computer

Additional Data

Asset #: 12345
ROOM #: 227
Contact Phone #: 806 326-1255
Type: Desktop

*Requested Completion: 04/20/2010

Subject: computer will not boot
Description: Computer will not boot - blue screen of death - after login

Add Attachment

Notes

Enter Note:

Notes History

Save

[Return to My Requests](#)

Enter Notes

You can add additional information about your service request

SAVE to save your changes

Notes

Enter Note:

Notes History

JERRY STEEN 04/20/10 10:37PM
This is additional information about the service request

Save

[Return to My Requests](#)

Once your notes are saved, you can see them in **Notes History** as well as who wrote them and when it was added.

If you need assistance in entering a service request, you can call the help desk for assistance. 326-1111.

However, you should find this to be an easy process once you have completed one or two.

Your campus may decide to have just one or two people enter service requests and that is ok, however, we highly recommend you enter your own service requests so you can see the status of the service request and receive notification when the service request has been completed by the Office of Technology.