

Upcoming Service Now Changes

Heads up regarding upcoming changes to
the helpdesk interface.

Scientific Computing Incidents and Requests

- o Represents a smaller fraction of the overall types of tickets entered in the service desk, so improvements to the interface to the service desk have taken a lower priority.
 - o But almost all the tickets that experiment computing people enter.
 - o Have more experience with our usage now that JIRA tickets have been moved.
- o Trying to help the average end user's problems, not the experiment's expert users.
 - o We are trying to make it easy for the common incidents, not the rare ones.
 - o Can add more routing/pull down functionality later, as we gain experience.
- o Glossary:
 - o Incident = outage, performance problem, unexpected behavior
 - o Request = new feature, new accounts, more disk space

Why Do I Care, I Just Send Email

- o Web interface will have more functionality
 - o Can add watchers at ticket creation
 - o Can track status of my tickets and my experiment's tickets
 - o Service selection will help facilitate more accurate routing of tickets the first time
- o Email will still work
 - o Does not differentiate between services unless we create more email lists, so is not the most efficient route.

Be More Specific!

- o CMS [Content Management System] is going away
 - o Required development to update
 - o End users still found it confusing
- o End users will see a more complex home page.
 - o BUT Can pull down a custom form for problems dealing with scientific computing
- o Custom form is simple
 - o MUST select experiment affiliation
 - o Must select affected service. The list is small. Use “other” as catchall.
- o Your offline computing contacts are automatically added to the watch list of your tickets.
- o Reports will be available on experiment dashboards, but not yet.

When Do I Use This?

- o Use the simple, custom form for incidents/requests with Scientific Computing Services. Eg,
 - o Batch (local or grid) system issues
 - o Files access problems
 - o job failures
- o Use the other forms for your non-scientific issues. E.g.,
 - o Printer problems
 - o FTL problems
 - o Email problems

Show Me!

- o Go to development. It's not yet in production
- o Select Service Catalog under Self-service folder on the left.
- o Look for Scientific Computing (actual location may change)
- o Look at Reports on the left hand column for reports (experiment specific not yet implemented).