

## IT Support Analyst Workspace:

The IT Analyst is constantly being pressured to reduce the time to resolution for their tickets, the typical cost of a help desk ticket is over \$100 per incident.

### Use Cases:

#### *Scenario (New Software Package Installation)*

Alex the IT Support Analyst has received a call from Scott Morris in Marketing requesting Microsoft Project for his Windows Laptop. Alex opens the IT Support Analyst Workspace then searches for Scott Morris. The results turn up two users named Scott Morris one from Marketing and one from Dev OPS. Alex chooses the Scott Morris from Marketing, then chooses the Windows Laptop assigned to Scott. He then chooses the deploy software action, browses to the pre-approved software task for Microsoft Project, then chooses the option to deploy now. Alex sees the task immediately start and informs Scott that the process has started and will call him back after the install has finished, then moves on to his next call. After his call, Alex opens his IT Support Analyst Workspace and sees the Microsoft Project task for Scott Morris has completed, he then calls Scott to confirm Microsoft Project was installed.

#### *Scenario (Mac OSX keeps rebooting)*

Alex the IT Support Analyst received a call from Doug Nelson from Finance with a problem that his Apple laptop keeps rebooting. Alex opens the IT Support Analyst Workspace and searches for Doug Nelson. There is only one Doug Nelson returned and Alex clicks on Doug to open his IT User Profile. Alex then opens the IT Device Profile for Doug's Apple laptop and notices that the Hardware Inventory from Doug's laptop is several weeks old. Alex chooses the Action to run Full Inventory, and watches the progress of the inventory scan while he asks Doug a few more questions. Once the Inventory has completed, Alex doesn't see anything out of the ordinary, and chooses to start a remote control session from the Actions menu. Using the remote control session Alex identifies the issue and updates the energy settings on his machine. Alex completes the call with Doug then chooses the option to export a log of the actions he did to add to his service desk ticket.

#### *Scenario (Application Crash)*

Meg the IT Support Analyst received a call from Nancy Williams the Charge Nurse in the NICU as she was on her way out the door to report that the EMR app on the nurses cart was crashing every time she tried to launch it during her entire shift. Meg obtains the cart number that is used to name the machine on the cart and hangs up with Nancy. Meg opens the IT Support Analyst Workspace on her Windows Desktop and searches for the machine. She finds a single record for the machine and opens the IT Device Profile and begins looking at the hardware inventory and recent task executions on the landing page of the device profile. Meg doesn't notice anything out compliance and chooses from the actions menu to launch the Windows Process Viewer, the link will open her local instance of Process Viewer and connects directly to the machine. Meg did

not find the issue with the process viewer and goes back to the IT Support Analyst Workspace and looks at the Inventory for this machine. She notices that there were errors captured in the inventory with the application crash and begins to Google the error message. Meg found the issue and chooses to redeploy the application to the nurses cart using the actions menu, finding the pre-approved installation for the EMR application and starting the installation. Meg monitors the progress of the application installation process and once finished chooses the option to export the actions she performed to upload into her service desk.

#### *Scenario (Password Reset)*

Alex the IT Support Analyst receives a frantic call from Jim Smith from Sales that he can't log on to his computer. Alex opens the IT Support Analyst Workspace and searches for Jim Smith. He finds a single entry for Jim and clicks to open his IT User Profile. He notices immediately on the landing page that Jim's account was locked and that his password age was '0 days'. Alex explains to Jim that his password expired and that he would have to reset his password manually. Alex clicks on the password link that is configured to open his password management portal, which syncs the password with all corporate applications when changed. Alex logs into the password portal, finds Jim Smith and resets his password. Alex relays the password and instructions back to Jim and finishes the call.

#### *Scenario (Lost Mobile Device)*

Alex the IT Support Analyst receives a call from Susan Jensen from Sales that she left her phone in a Cab and was concerned that someone would find it and collect all of her customer contacts. Alex opens the IT Support Analyst Workspace and searches for Susan Jensen, he finds Susan as the only result and clicks to open her IT User Profile. Alex then clicks on the Apple iPhone 5s in her profile and from the actions menu chooses to Remote Wipe the device. Alex will order another phone for Susan, and assured her that the device has been wiped and her contacts were no longer on the device.

#### *Scenario (Provisioning)*

Alex receives a call from Dustin Moore in Customer Support that his laptop has started to blue screen every time he boots up. Alex decides to give Dustin a new machine that he has at his desk, since this is a common problem with the batch of machines they received. Alex opens the IT Support Analyst Workspace and searches for the machine at his desk. Once he finds the machine, he clicks the actions menu and chooses provisioning. Here Alex sees the Provisioning Templates that he is approved for and selects the Windows 7 Corporate image to deploy to this machine. Dustin watches the progress of the provisioning task and once the machine has finished with the provisioning task, Alex swaps out Dustin's computer and closes the support ticket.

#### *Scenario (Patch)*

Meg the IT Analyst receives a call from Eric Larsen in Administration that his

Windows laptop is running very slowly over the last couple of days. Meg opens the IT Support Analyst Workspace and searches for Eric Larsen. There are 3 people named Eric Larsen in the Hospital and she uses the metadata information with the search results to verify Eric's phone number and opens the IT User Profile for Eric. Meg opens the Windows Laptop device and suspects that the machine may not be on the latest patch version. Meg uses the Actions menu to start a Vulnerability Scan on Eric's Windows Machine and monitors the progress. Once the scan has finished, her suspicion is confirmed, Eric's machine is missing the latest patch version that was sent out last week. Meg uses the actions menu, browses to her pre-approved patches and selects the missing patch task. She notices that this patch will require a reboot and informs Eric that his machine will be rebooted as part of the process. She chooses the option to deploy the patch immediately to Eric's machine. Meg monitors the progress of the patch installation and once it completes, informs Eric that his problem is resolved. Meg chooses the option to export the actions she performed and uploads to her service desk.