I can check the status of my incident or incidents for my school online.

I can open an incident without placing a call to the Service Desk.

I can login and update my incident at anytime.

01/17/2012
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Introduction

Welcome to the Division of Instructional and Information Technology (DIIT) Online Service Desk. This website can be used to submit, view, or place an update to the following:

- DOE Alerts/Notifications (i.e. website updates, power outages, etc...)
- Service Desk Incidents
- Incident Summary Reports
- Useful/Common Links
- Useful Information Before Contacting the Service Desk
- Service Desk FAQs
- Security Access Request Forms
- Asset Inventory Reports (Pre-Approval Required)

**Note:** You must have appropriate permissions, to access the Asset Inventory Reports section of the DIIT Online Service Desk.
**Accessing the DIIT Online Service Desk**

Note: The DIIT Online Service Desk website is accessible from any computer that has access to the internet, whether you are in a DOE location (i.e. School, ISC, etc…) or at home.

Please visit the following URL: [http://servicecenter.nycenet.edu/selfsupport/login.asp](http://servicecenter.nycenet.edu/selfsupport/login.asp)

This will bring you to the screen shown in Figure 1.

Enter your DOE Outlook ID/Password and the Security Code in the fields provided and click on the ‘Logon’ button or hit the enter key on your keyboard to login. After a successful login, you will be presented with the DIIT Online Service Desk Main Menu.

*If you cannot remember your DOE Outlook ID/Password, click the ‘Forgot your Outlook ID/Password’ link and follow the steps to receive your login credentials.

*You can download the DIIT Online Service Desk guide by clicking on the green question mark located to the right of the Online Service Desk logo.

*If you do not have a DOE Outlook Account, you will need to contact the Service Desk at (718) 935-5100.
DIIT Online Service Desk Main Menu

The DIIT Online Service Desk Main Menu screen (Figure 2) should appear next, indicating a successful Logon. From this screen, you will be able to do the following:

- Submit an incident for software issues, configuration requests or hardware problems with workstation, printer, ATS scanner or any computer equipment that is supported by the DIIT.
- Search existing incidents to check for their status and/or provide feedback/additional information.
- Run and download quarterly reports that provide the summary or detailed incident report for your site.
- View a summary of your site’s incident activity for the past 30 days.
- Review details on the last 5 incidents that were opened by your site.
- Utilize the Quick Asset Search feature to check the warranty status and location of your computer equipment.
- Download Systems Access Request Forms.
- Visit the Useful/Common Links webpage to access applications such as HSST or WebConnect.
- Via the Asset Inventory Tool, obtain a copy of your School’s inventory that is on file as well as add/edit/remove your computer equipment to keep the inventory up-to-date.
- Download the DIIT Online Service Desk guide by clicking on the green question mark located at the bottom right corner of the Online Service Desk logo.
- Log out of the DIIT Online Service Desk by clicking on the ‘Logout’ button.

Figure 2

Click here to download the DIIT Online Service Desk guide
Incident Management

By default, the Incident Management category in the left channel is expanded as shown in Figure 3. From here, you can select from the following menu of options:

Submit an Incident
Search Existing Incidents
View/print Incident Reports for Your Site

Submitting an Incident

Clicking on the ‘Submit an Incident’ option from the Incident Management menu (Figure 3), will present you with the screen shown in Figure 4.

Note: All fields marked with an asterisk (*) are required.

You will now be prompted to enter your contact and site information, hours of operation, and a general subject for the problem you are experiencing. When you are finished, click on the ‘Next’ button to continue.

Note: The DIIT Online Service Desk application will retain the information you previously submitted. If you use the same computer for a new incident submission, the information you submitted in your last incident will be already be populated. Please verify all information before clicking on the ‘Next’ button.
Incident Details Form

Based on the subject of your problem chosen, you will now be presented with the incident details form to enter data related to the problem you are experiencing. (Figure 5 gives an example of the Administrative Hardware Incident Form)

**Note:** All fields marked with an asterisk (*) are required.

Enter the data related elements of your problem in the fields provided and click on the ‘Submit’ button to continue.

Incident Submitted

The ‘Incident Submitted’ screen, shown in Figure 6, displays your temporary Reference Number and Record ID.

**Note:** Your incident number, which was opened in support of the problem you are experiencing, will be emailed to you shortly. The incident number will be used for the following:

- To check the status
- To provide updates/feedback

This completes the process of submitting an incident. If you need to begin a new process, refer back to the DIIT Online Service Desk Main Menu (Figure 2).
**Search Existing Incidents**

Clicking on the ‘Search Existing Incidents’ option from the Incident Management menu (Figure 3), will present you with the ‘Incident Search’ screen shown in Figure 7.

The ‘Incident Search’ screen gives you the option to search incidents using two primary methods - by a specific search or non specific search.

**Specific search** – If you are certain of your incident number, you can search by the type ‘Specific Incident’ to view/update the existing incident. Enter the incident number in the ‘Enter Incident #’ field and click on the ‘Search’ button to continue. You will be presented with the ‘Incident Search’ screen shown in Figure 8.

**Non Specific Search** - If you are uncertain of your incident number; select the ‘Search Type’ field that best describes what you are searching for (i.e. open or closed incidents), then click on the ‘Search’ button to continue. You will be presented with the ‘Incident Search’ screen shown in Figure 9.

**Incident Search Results**

Figure 8 gives an example of a specific incident search result. The information displayed is the Incident #, Date Opened, Subject, and Status. You will also have the option to provide Feedback.

**Note:** Clicking on the incident number link (i.e. 2965974) will give you the specific details of the selected incident (please see Figure 10 for an example).

**Note:** Clicking on ‘Feedback’ will take you to the ‘Feedback Form’ to provide feedback (please see Figure 11 for an example).
Incident Search Results (cont.)

Figure 9 gives an example of ‘Closed Building Incidents’ search results. The information displayed is the Incident #, Date Opened, Subject, Status, and Site ID. You will also have the option to provide Feedback.

Note: Clicking on the incident number link (i.e. 2965890) will give you the specific details of the selected incident (please see Figure 10 for an example).

Note: To submit feedback for a specific incident, click on the ‘Feedback’ link to the right of the incident to be taken to the ‘Feedback Form’ (please see Figure 11 for an example).

Note: To print this page, click on the ‘PRINT THIS PAGE’ link.

Incident Details

Figure 10 gives an example of ‘Incident Details’. This includes the Client & Site Location, Open & Close Dates, the Problem Details (description, notes, and resolution), and Incident History.

Note: To print this page, click on the ‘PRINT THIS PAGE’ link.

Note: To add feedback, click on the ‘Add Feedback’ link. You will be presented with the ‘Feedback Form’ as shown in Figure 11.

This completes the process of viewing incident details. If you need to begin a new process, refer back to the DIIT Online Service Desk Main Menu (Figure 2).
Feedback Form

To submit feedback for an incident, please enter your Email Address and Comments in the fields provided, then click on the 'Send Feedback' button. Your feedback will be reviewed by the DIIT Service Center.

This completes the process of providing feedback. If you need to begin a new process, refer back to the DIIT Online Service Desk Main Menu (Figure 2).

Incident Reports for Site

Clicking on the ‘Incident Reports for Site’ option from the Incident Management menu (Figure 3), will present you with the screen shown in Figure 12.

Click on the ‘Quarterly Incident Activity Report’ link to continue.
**DOE Quarterly Incident Report**

To generate a quarterly report, please select the **Year / Qtr**, **Report Type**, and **Report File Format** from the options provided (as shown in Figure 13), then click on the ‘Run Report’ button to continue.

**Note:** If you select to run the report as a PDF, Adobe Acrobat Reader must be installed on your computer. If you do not have this software, you can download and install it by clicking on the link located in the **Report File Format** field.

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**Selected Report Criteria Summary**

Before the quarterly report is generated, a summary of the criteria is provided to verify if it is correct (example provided in Figure 14).

If any adjustments need to be made, click on the ‘Change Report Criteria’ button to return to the previous screen: DOE Quarterly Incident Report (Figure 13).

If everything appears fine, click on the ‘Show Report’ button to continue.
DOE Quarterly Incident Activity Report Sample

Figure 15 shows an example of a quarterly report broken down by Incident Summary by Major Categories, Area of Technology, and Source of Incidents. There is also a pie graph that provides the number of incidents opened by the quarterly months.

Note: To download this report to your computer, click on the ‘Save a Copy’ button located at the top left corner of the screen.

Note: To print this report, click on the print icon located at the top left corner of the screen.

This completes the process of running a quarterly report. If you need to begin a new process, refer back to the DIIT Online Service Desk Main Menu (Figure 2).

System Access Request Forms (SARF)

From the DIIT Online Service Desk Main Menu screen (Figure 2), click on the section for ‘Access Request Forms’ to expand and display the menu option available (as shown in Figure 16).

Click on the ‘Obtain forms required for first time access’ link to continue.
System Access Request Forms (SARF)

Links

The ‘System Access Request Forms’ screen, shown in Figure 17, has the following list of access forms for some of DIIT’s more commonly used applications:

- ATS User ID Request
- CAP User ID Request
- HSST/STARS User ID Request
- Personnel/Payroll User ID Request
- FAMIS User ID Request
- GALAXY User ID Request

To continue, please select one of the forms listed by clicking on its link.

**Note:** To download the forms, Adobe Acrobat Reader must be installed on your computer. If you do not have this software, you can download and install it by clicking on the link located near the top of the screen.

**Note:** To download all forms listed as one PDF document, click on the link located near the bottom of the screen.
System Access Request Forms (SARF) Sample

Based on the link selected, you will now be presented with the System Access Request Form (Figure 18 gives an example of the ATS Security Access Request Form). To download the form to your computer, click on the ‘Save a Copy’ button located at the top left corner of the screen.

Note: To print this form, click on the print icon located near the top left corner of the screen.

This completes the process of downloading Security Access Request forms. If you need to begin a new process, refer back to the DIIT Online Service Desk Main Menu (Figure 2).

Useful Online Links

From the DIIT Online Service Desk Main Menu screen (Figure 2), click on the section for ‘Useful Online Links’ to expand and display the menu option available (as shown in Figure 19).

Click on the ‘Download forms and access internet intranet sites’ link to continue.
Download Forms and Access Internal Intranet Sites

Clicking on the ‘Download forms and access internet intranet sites’ link from the main menu screen will bring you to the Online Forms / Useful Links page on the DIIT Help Desk website.

From here, you have direct access to the links displayed (shown in Figure 20). To access any of the links, simply click on them and a new window for the selected form/site will appear. From there, you can download forms, make requests, or browse the website.

This completes the process of accessing useful/common links. If you need to begin a new process, refer back to the DIIT Online Service Desk Main Menu (Figure 2).