

Request for Enhancements

Tracking #	Requested Enhancement	Requestor	Date Opened	Priority	Assigned To	Action Required / Taken	Date Due	Date Closed
RE001	When a service request has been created, the page summarizing the new request has a "print" button. When I hit that button, I get the following error message: Error during processing : ARERR [9260] Report location is missing from report settings configuration page. Please see your administrator.	Eric Neilsen: INC000000000298	04/23/09	1	Allen Forni/Cele Bruce/Bert or Linda	Interface to crystal enterprise server		
RE002	I miss the 'affected system' and 'general nature of the problem' boxes	Randolph Herber: INC000000000318	04/23/09	4	Jack	Affected System: will be provided with additional tool support. General nature is the summary field		
RE003	If no solutions are available, then do not display the possible solutions area at all. The 'table not loaded' message is confusing.	Randolph Herber: INC000000000319	04/23/09	N/C	Jack	Effort better spent on understanding knowledgebase		05/12/09
RE004	Several times I have had to force the color choices to black and white to read some pages. Light cyan on a lighter cyan background is very hard read.	Randolph Herber: INC000000000320	04/23/09	N/C	Jack	We are not planning on color scheme changes at this time		05/12/09
RE005	The new system sends out mail (like the old system) from ARmail and says it comes from arsystem@fnal.gov. Can't we make it say something more sensible like ServiceDeskmail from ServiceDesk@fnal.gov ??	Vicki White: INC000000000375	04/23/09	4	Jack	This is on hold so we can understand current filters folks have in their email set for aremail		
RE006	If following a link in an email for a ticket and then logging in as guest (either intentional or via failed sign in) will go into a loop of forbidden to try again. Only escape is to close the browser	John Galvin: INC000000000394	04/23/09	2	Bert	Turned off guest access		05/12/09
RE007	When an incident is completed (see 314), the customer normally should be given the resolution. The current default is to make resolutions internal (private).	Randolph Herber: INC000000000429	04/23/09	1	Allen/Fang	Process defined that "resolution" to end user is must be provided in workflow screen. Update FAQ	05/15/09	
RE008	Assign this to whoever is taking bug reports for the new service desk console When in the Service Desk Requestor Console, clicking on the "Home" link at the top of the page opens a new window to the Home page. It should NOT open a new window.	Dan Yocum: INC000000000448	04/23/09	n/c	Jack	This is a function of the tool.		05/12/09
RE009	I got an automated e-mail from the service desk when a ticket I had submitted was closed (INC000000000231). But the e-mail did not have any resolution notes. The URL included in the e-mail directed me to a web page that also had no entry or box for the resolution notes. In order to find the resolution notes, I had to do a separate search using the "Incident Management" Console (*NOT* the Requester console which seems to show very little information), search for my ticket, and then I could open the "Resolution" tab and see Resolution details with the box showing what was actually done. Having easy access to the resolution details of a ticket would seem to be crucial for people having problems with IT. Is there any way to address this deficiency?	Adam Lyon: INC000000000457	04/23/09	2	Allen	This is covered in training		05/12/09
RE010	When I view my recently submitted incident INC000000000243 from the requestor console, then only my comments are visible in the work log, not those added by the assignee. (All comments are visible when the same incident is viewed from the incident management console.)	Robert Illingworth: INC000000000459	04/23/09	2	Bert	Set workflow to Public view		05/12/09

RE011	The transition to the new service desk seems to be going relatively smoothly, there are a couple of issues we need to address though. We still seem to have a problem with BMC licenses, Ling reported that he couldn't update tickets for a couple of hours this morning because of a licensing issue. The second issue is the email notifications. I'm hearing loud complaints about the email subject line, as well as the layout of the email body and the information it contains. Also, people seem to be bypassing the web interface and communicating directly with the ticket requester via email because it's faster. I'd be happy to discuss these issues with someone, especially a more user friendly email notification format. Again, all in all things seem to be going pretty well!	Jason Allen:	04/24/09	1	Bert/Linda	Increased licenses. Linda will try and generate a daily report	05/15/09	
RE012	In the old helpdesk system, requests for accounts on the MINOS cluster were assigned to Art Kreymer and sent to the minos-admin@fnal.gov mailing list. Now, however, they seem to be assigned to the FEF department and sent to the run2-sys@fnal.gov list. Could we please go back to the first route, assigned to Art etc.?	Glenn Cooper: INC000000000785	04/29/09	1	Allen/Bert/Linda	Define process. Create new Remedy groups to replace email lists		
RE013	Hello. I am missing the feature I had in "old" helpdesk. It was sending weekly reminders with list of all tickets open for the group. It was useful for me as a manager. Is there any way to restore this feature ?	Igor Mandrichenko: INC000000000865	04/30/09	4	Jack	Creating new reports for service level. We are currently looking for a report consultant		
RE014	When working with Tasks in Remedy 7 – if the Task is closed the Assignee of the incident ticket doesn't get a notification the task is closed. This could adversely impact the Assignee's ability to start working the ticket after the Task is closed.	Allen Forni	04/30/09	4	Bert	This requires a change in workflow.	06/12/09	
RE015	When I submit (save, but I hopes that submits it) a ticket request, I get a popup box that says Your request is being generated. Please click the refresh button to retrieve the Request ID.(ARNOTE 48149) However, this box HAS NO refresh button - it's a minimal browser popup. Maybe it means "close this box, then click refresh in the other window?"	Matt Crawford: INC000000000679	04/27/09	4	Bert	This is a request for information		05/11/09
RE016	Email subject: Shorten to something like-Ticket number/Short De	Jason Allen: Meeting	05/04/09	1		Bert, Jack, Jerry will meet to determine new subject line format, then Bert will	05/13/09	
RE017	Email Body: Additional items in message body FEF would like to see: Requestor name Ticket submit date (when was it put in?) Better white space/format to make it easier to read	Jason Allen: Meeting	05/04/09	3		This needs to be better understood. Not clear how best to solve issue as requested change may not address actual issue.		
RE018	Email Body: attachment. What does the attachment do? Is it necessary?	Jason Allen: Meeting	05/04/09					
RE019	Web interface busy- anyway we can reduce the boxes?	Jason Allen: Meeting	05/04/09					
RE020	Broadcast feature would be very useful!	Jason Allen: Meeting	05/04/09					
RE021	When you access the login screen can the mouse focus be	Jason Allen: Meeting	05/04/09					
RE022	FAQ Requests: - How do NGOP/Zabbix tickets notify support folks and how should they respond. - How can someone search by Assignee?	Jason Allen: Meeting	05/04/09					
RE023	4/16 Group Leader identification feature has been identify as an enhancement to current configuration	Action Item A46	04/15/09		Linda/Allen	Define GL/Service Owner process for groups		

