GLENBROOK HIGH SCHOOLS
Regular Meeting – Monday July 26, 2010
District Business Office

TO: **Dr. Mike Riggle**

FROM: **Marcus Thimm**

DATE: **July 26, 2010**

RE: **Information Regarding ServiceWise**

The ServiceWise software was selected in an extensive review process and adopted during the last year. To date, we have processed 2965 support requests with this new system. Attached are sample reports and screenshots of the ServiceWise system.

One of the key benefits of ServiceWise is the ability for staff to submit incidents and service requests through a streamlined web interface (http://servicedesk/) and receive automatic acknowledgements via email or via the website's incident list view. Every time the ticket is updated by either the technicians or the staff member an email is generated to provide updated information. The staff member can also review ticket status and technician input of currently open tickets and prior incidents.

Another strength of the system is the ability to generate reports and analyze the data for trends and patterns. Reports can be published to the web and accessed using web links.

ServiceWise is very flexible and allows for extensive customizations. We are in process of refining the workflow of how and what incident information is entered and how the actual repair/resolution process is tracked through status updates. For example: we initially created a list of primary incident categories that reflect the majority of support requests at that time. With the adoption of School Logic we can now easily create a new category for School Logic related support requests in the system. For each category of incident types we can collect different information appropriate for the problem in question.

Two level 3 technicians are assigned to provide service desk support for all district staff. In this role they respond to incoming phone calls and web based support requests. The service desk technicians will create the tickets for support requests that are called in. (Staff is always reminded to visit the ServiceWise website to generate the request online where appropriate).

The service desk technicians try to resolve the support request immediately and close the issue or escalate the ticket to another technician/matter expert. In either case, staff receive an email with information that the ticket has been closed or assigned to another technician for further work.

The second job function for the service desk staff is to build the mechanisms for software deployment and staff self-service. This function is essential and eliminates countless hours of manual software installation by our building technicians.
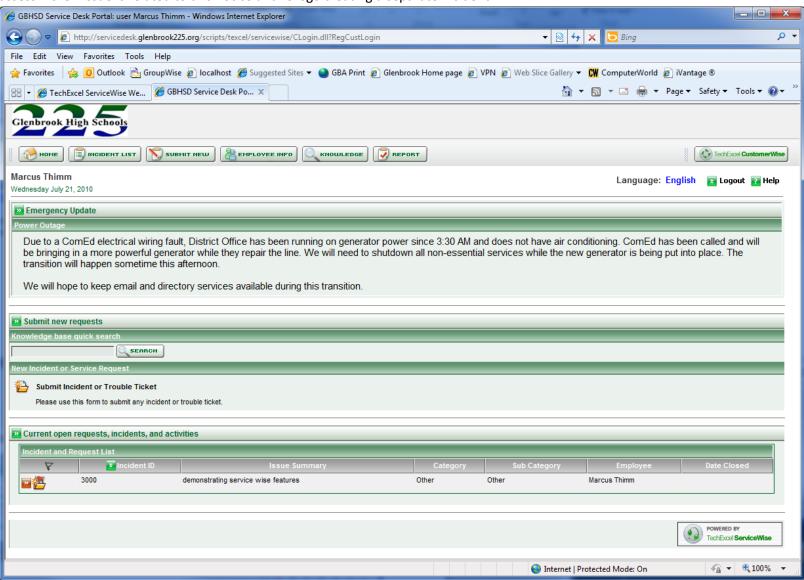
Level 2 building technicians are also trained in using the ServiceWise software and will operate the service desk as needed. ServiceWise provides a central point for each incident, the actions taken to resolve and time it took to close the ticket. Additionally, the incidents are assigned to a queue that is reviewed by all technicians assigned to a building so that a ticket does not sit unanswered due to absence or vacation of a technician.

During the next school year we will focus on promoting the ServiceWise website as the primary support request mechanism, refine the documentation and workflow for each major category and develop key reports for the administrative team.

MWT

Staff's home screen after login

Please note the Emergency update section which provides an area to publish current/known global tech issues. A staff member will be able to assess if their issue is related to this notice and forego creating a separate incident.

Staff's incident reporting/ Submit screen:

To submit the ticket for a specific issue, staff will select from drop down menus and fill in details as needed.

View of the staff screen when submitting the service request/incident (note the incident ID):

An email in the following format is send to the staff:

ServiceDesk (servicedesk@glenbrook225.org)

A support ticket has been created.

The ticket submitted for the following issue:

<Title> = demonstrating service wise features

Has been assigned the following ID Number:

<Incident ID> = 3000

You can access the ticket through the following link:

<Quick incident edit> = http://servicedesk/scripts/texcel/servicewise/clogin.dll?cqedit?%7BElnykkqmxoonqwgdcb

Thank you,
Glenbrook Service Desk

x4555

The Incident List view shows all staff specific tickets in the system:

In the incident view screen staff has access to all open and closed tickets. Clicking on the incident will open the incident detail page.

Technican's Home Screen:

The home screen is customizable and will provide one view of assigned incidents/tickets, calendar events and links to other areas.

This is the Incident List view that the Service Desk staff and technicians see (note Incident 3000):

Please note incident ID 3000 was created and is immediately visible in the incident list.

Search: { No Search String }

Incident Closed Analysis

{Unspecified}

Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
6/20/10 -- 6/26/10	Number	2	2	1	1		
	Number %		100.0%	50.0%	50.0%		
	Total Days	2.00	2.00		2.00		
	Average Days	1.00	1.00		2.00		
	Resolve Time %		100.0%		100.0%		
6/27/10 -- 7/3/10	Number	3	3	3			
	Number %		100.0%	100.0%			
	Total Days						
	Average Days						
	Resolve Time %						
Total	Number	5	5	4	1		
	Number %		100.0%	80.0%	20.0%		
	Total Days	2.00	2.00		2.00		
	Average Days	0.40	0.40		2.00		
	Resolve Time %		100.0%		100.0%		

ADM

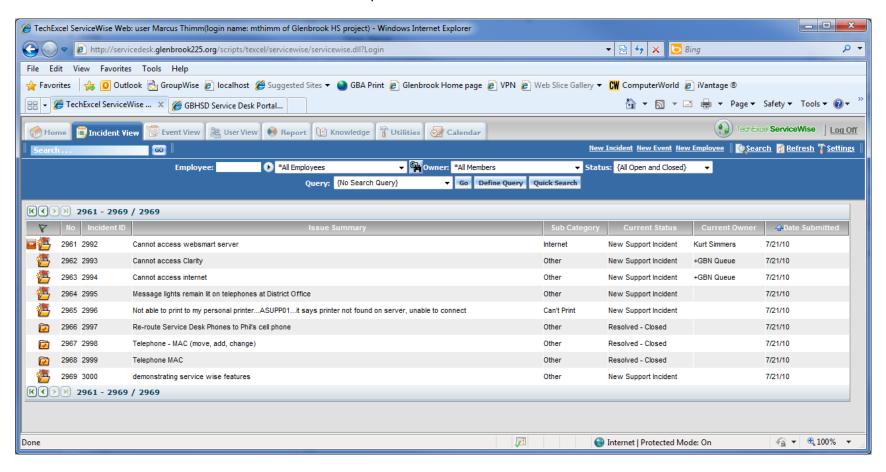| Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
6/1/10 -- 6/5/10	Number	3	3	1		2	
	Number %		100.0%	33.3%		66.7%	
	Total Days	46.00	46.00			46.00	
	Average Days	15.33	15.33			23.00	
	Resolve Time %		100.0%			100.0%	
6/6/10 -- 6/12/10	Number	7	5		1	4	2
	Number %		71.4%		14.3%	57.1%	28.6%
	Total Days	162.00	78.00		3.00	75.00	84.00
	Average Days	23.14	15.60		3.00	18.75	42.00
	Resolve Time %		48.1%		1.9%	46.3%	51.9%
6/13/10 -- 6/19/10	Number	13	10	2	3	5	3
	Number %		76.9%	15.4%	23.1%	38.5%	23.1%
	Total Days	195.00	87.00		7.00	80.00	108.00
	Average Days	15.00	8.70		2.33	16.00	36.00
	Resolve Time %		44.6%		3.6%	41.0%	55.4%
6/20/10 -- 6/26/10	Number	6	5	3		2	1
	Number %		83.3%	50.0%		33.3%	16.7%
	Total Days	40.00	11.00			11.00	29.00
	Average Days	6.67	2.20			5.50	29.00
	Resolve Time %		27.5%			27.5%	72.5%
6/27/10 -- 7/3/10	Number	4	4	1	2	1	
	Number %		100.0%	25.0%	50.0%	25.0%	
	Total Days	13.00	13.00		5.00	8.00	
	Average Days	3.25	3.25		2.50	8.00	
	Resolve Time %		100.0%		38.5%	61.5%	

Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
7/4/10 -- 7/10/10	Number	2	2		2		
	Number %		100.0%		100.0%		
	Total Days	4.00	4.00		4.00		
	Average Days	2.00	2.00		2.00		
	Resolve Time %		100.0%		100.0%		
7/11/10 -- 7/17/10	Number	3	2	1		1	1
	Number %		66.7%	33.3%		33.3%	33.3%
	Total Days	17.00	8.00			8.00	9.00
	Average Days	5.67	4.00			8.00	9.00
	Resolve Time %		47.1%			47.1%	52.9%
7/18/10 -- 7/24/10	Number	10	5	5			5
	Number %		50.0%	50.0%			50.0%
	Total Days	1.00					1.00
	Average Days	0.10					0.20
	Resolve Time %						100.0%
Total	Number	48	36	13	8	15	12
	Number %		75.0%	27.1%	16.7%	31.3%	25.0%
	Total Days	478.00	247.00		19.00	228.00	231.00
	Average Days	9.96	6.86		2.38	15.20	19.25
	Resolve Time %		51.7%		4.0%	47.7%	48.3%

GBN

Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
6/1/10 -- 6/5/10	Number	54	35	16	5	14	19
	Number %		64.8%	29.6%	9.3%	25.9%	35.2%
	Total Days	1,118.00	195.00		10.00	185.00	923.00
	Average Days	20.70	5.57		2.00	13.21	48.58
	Resolve Time %		17.4%		0.9%	16.5%	82.6%
6/6/10 -- 6/12/10	Number	32	23	11	5	7	9
	Number %		71.9%	34.4%	15.6%	21.9%	28.1%
	Total Days	488.00	102.00		16.00	86.00	386.00
	Average Days	15.25	4.43		3.20	12.29	42.89
	Resolve Time %		20.9%		3.3%	17.6%	79.1%
6/13/10 -- 6/19/10	Number	61	47	12	7	28	14
	Number %		77.0%	19.7%	11.5%	45.9%	23.0%
	Total Days	892.00	396.00		14.00	382.00	496.00
	Average Days	14.62	8.43		2.00	13.64	35.43
	Resolve Time %		44.4%		1.6%	42.8%	55.6%
6/20/10 -- 6/26/10	Number	23	17	9	3	5	6
	Number %		73.9%	39.1%	13.0%	21.7%	26.1%
	Total Days	226.00	50.00		9.00	41.00	176.00
	Average Days	9.83	2.94		3.00	8.20	29.33
	Resolve Time %		22.1%		4.0%	18.1%	77.9%
6/27/10 -- 7/3/10	Number	19	13	6	3	4	6
	Number %		68.4%	31.6%	15.8%	21.1%	31.6%
	Total Days	183.00	48.00		6.00	42.00	135.00
	Average Days	9.63	3.69		2.00	10.50	22.50
	Resolve Time %		26.2%		3.3%	23.0%	73.8%
7/4/10 -- 7/10/10	Number	10	5	4		1	5
	Number %		50.0%	40.0%		10.0%	50.0%
	Total Days	81.00	6.00			6.00	75.00
	Average Days	8.10	1.20			6.00	15.00
	Resolve Time %		7.4%			7.4%	92.6%

Period		Total	Sub Total	in 1 day	in 5 days	After 5 days	Incidents still open
7/11/10 -- 7/17/10	Number	8	3	3			5
	Number %		37.5%	37.5%			62.5%
	Total Days	38.00					38.00
	Average Days	4.75					7.60
	Resolve Time %						100.0%
7/18/10 -- 7/24/10	Number	8	1	1			7
	Number %		12.5%	12.5%			87.5%
	Total Days	6.00					6.00
	Average Days	0.75					0.86
	Resolve Time %						100.0%
Total	Number	215	144	62	23	59	71
	Number %		67.0%	28.8%	10.7%	27.4%	33.0%
	Total Days	3,032.00	797.00		55.00	742.00	2,235.00
	Average Days	14.10	5.53		2.39	12.58	31.48
	Resolve Time %		26.3%		1.8%	24.5%	73.7%

GBS

Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
6/1/10 -- 6/5/10	Number	45	40	28	3	9	5
	Number %		88.9%	62.2%	6.7%	20.0%	11.1%
	Total Days	403.00	160.00		8.00	152.00	243.00
	Average Days	8.96	4.00		2.67	16.89	48.60
	Resolve Time %		39.7%		2.0%	37.7%	60.3%
6/6/10 -- 6/12/10	Number	49	34	17	3	14	15
	Number %		69.4%	34.7%	6.1%	28.6%	30.6%
	Total Days	954.00	292.00		10.00	282.00	662.00
	Average Days	19.47	8.59		3.33	20.14	44.13
	Resolve Time %		30.6%		1.0%	29.6%	69.4%
6/13/10 -- 6/19/10	Number	92	77	33	8	36	15
	Number %		83.7%	35.9%	8.7%	39.1%	16.3%
	Total Days	1,132.00	603.00		23.00	580.00	529.00
	Average Days	12.30	7.83		2.88	16.11	35.27
	Resolve Time %		53.3%		2.0%	51.2%	46.7%
6/20/10 -- 6/26/10	Number	40	34	14	10	10	6
	Number %		85.0%	35.0%	25.0%	25.0%	15.0%
	Total Days	281.00	109.00		18.00	91.00	172.00
	Average Days	7.03	3.21		1.80	9.10	28.67
	Resolve Time %		38.8%		6.4%	32.4%	61.2%
6/27/10 -- 7/3/10	Number	41	35	27	1	7	6
	Number %		85.4%	65.9%	2.4%	17.1%	14.6%
	Total Days	195.00	60.00		2.00	58.00	135.00
	Average Days	4.76	1.71		2.00	8.29	22.50
	Resolve Time %		30.8%		1.0%	29.7%	69.2%
7/4/10 -- 7/10/10	Number	38	26	14	8	4	12
	Number %		68.4%	36.8%	21.1%	10.5%	31.6%
	Total Days	243.00	61.00		20.00	41.00	182.00
	Average Days	6.39	2.35		2.50	10.25	15.17
	Resolve Time %		25.1%		8.2%	16.9%	74.9%
7/11/10 -- 7/17/10	Number	22	17	11	5	1	5
	Number %		77.3%	50.0%	22.7%	4.5%	22.7%
	Total Days	53.00	15.00		9.00	6.00	38.00
	Average Days	2.41	0.88		1.80	6.00	7.60
	Resolve Time %		28.3%		17.0%	11.3%	71.7%

Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
7/18/10 -- 7/24/10	Number	13	1	1			12
	Number %		7.7%	7.7%			92.3%
	Total Days	14.00					14.00
	Average Days	1.08					1.17
	Resolve Time %						100.0%
Total	Number	340	264	145	38	81	76
	Number %		77.6%	42.6%	11.2%	23.8%	22.4%
	Total Days	3,275.00	1,300.00		90.00	1,210.00	1,975.00
	Average Days	9.63	4.92		2.37	14.94	25.99
	Resolve Time %		39.7%		2.7%	36.9%	60.3%

OCC

Period		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
6/1/10 -- 6/5/10	Number	1	1	1			
	Number %		100.0%	100.0%			
	Total Days						
	Average Days						
	Resolve Time %						
6/6/10 -- 6/12/10	Number	1	1	1			
	Number %		100.0%	100.0%			
	Total Days						
	Average Days						
	Resolve Time %						
6/13/10 -- 6/19/10	Number	7	7	1	2	4	
	Number %		100.0%	14.3%	28.6%	57.1%	
	Total Days	27.00	27.00		3.00	24.00	
	Average Days	3.86	3.86		1.50	6.00	
	Resolve Time %		100.0%		11.1%	88.9%	
6/20/10 -- 6/26/10	Number	3	2	1	1		1
	Number %		66.7%	33.3%	33.3%		33.3%
	Total Days	32.00	2.00		2.00		30.00
	Average Days	10.67	1.00		2.00		30.00
	Resolve Time %		6.3%		6.3%		93.8%
6/27/10 -- 7/3/10	Number	2	2	2			
	Number %		100.0%	100.0%			
	Total Days						
	Average Days						
	Resolve Time %						
7/11/10 -- 7/17/10	Number	1	1	1			
	Number %		100.0%	100.0%			
	Total Days						
	Average Days						
	Resolve Time %						
Total	Number	15	14	7	3	4	1
	Number %		93.3%	46.7%	20.0%	26.7%	6.7%
	Total Days	59.00	29.00		5.00	24.00	30.00
	Average Days	3.93	2.07		1.67	6.00	30.00
	Resolve Time %		49.2%		8.5%	40.7%	50.8%

Grand Total

		Total	Incidents Closed				Incidents still open
			Sub Total	in 1 day	in 5 days	After 5 days	
	Number	623	463	231	73	159	160

Summary							
	Number %		74.3%	37.1%	11.7%	25.5%	25.7%
	Total Days	6,846.00	2,375.00		171.00	2,204.00	4,471.00
	Average Days	10.99	5.13		2.34	13.86	27.94
	Resolve Time %		34.7%		2.5%	32.2%	65.3%

Print Report

Search: { No Search String }

Incident List

Records: 1 - 34 / 34

Incident ID	Issue Summary	Category	Employee	Current Status	Issue Affects	Priority
Pending Change						**Sub Total 2**
2485	email archive transfer	Email	Joyce Bozacki-Rae	Pending Change	Both	3 - Critical Function
2541	email archive	Email	Virna Odiotti	Pending Change	Both	3 - Critical Function
Open Ticket						**Sub Total 6**
2395	Ethernet and Wireless network adapters fail to connect to the network.	Software	Kerry Galson	Open Ticket	Faculty / Staff	3 - Critical Function
2877	Printers at GBN	Print, Copy, Fax	Baig Tariq	Open Ticket	Faculty / Staff	2 - Important Function
2817	New IS Mary Kosirog for Career and Life Skills	Hardware	Ryan Bretag	Open Ticket	Faculty / Staff	2 - Important Function
2645	client version of the clanedar installed	Email	Cynthia J Kozeluh	Open Ticket	Faculty / Staff	3 - Critical Function
2469	E-mail archive conversation needed	Email	Kristin Olson	Open Ticket		1 - Minor function
2483	Sue Calucci emails	Email	Susan M Calucci	Open Ticket		3 - Critical Function
New Support Incident						**Sub Total 26**
2420	Error message upon start-up	Software	Howard Clauser	New Support Incident	Faculty / Staff	2 - Important Function
2930	Please install the outlook client	Software	William Cadman	New Support Incident	Faculty / Staff	2 - Important Function
2957	Parallels issues	Software	Peggy Holecek	New Support Incident	Faculty / Staff	2 - Important Function
2966	Reported virus on users maching located in "Shipping and Receiving"	Software	Allen Curington	New Support Incident	Faculty / Staff	2 - Important Function
2993	Cannot access Clarity	Software	Elizabeth Levchenko	New Support Incident	Faculty / Staff	3 - Critical Function
2980	Replace current printer on users desk with new one / see Jen for new printer	Print, Copy, Fax	Elizabeth Levchenko	New Support Incident	Faculty / Staff	2 - Important Function
2484	Can't print to local printer	Print, Copy, Fax	Susan M Calucci	New Support Incident		2 - Important Function
2601	HPLJ1300 will not print.	Print, Copy, Fax	Russell Katahira	New Support Incident	Faculty / Staff	2 - Important Function
2573	Data lines to be run through the ceiling & dropped	Other	Karin E Kirch	New Support Incident	Faculty / Staff	1 - Minor function
2994	Cannot access internet	Other	Allen Curington	New Support Incident	Faculty / Staff	3 - Critical Function
2895	Multiple Computer Issues	Other	Scott Knapp	New Support Incident	Faculty / Staff	2 - Important Function
2909	Lap top monitor not functioning properly	Hardware	Mary Flannery-Day	New Support Incident	Faculty / Staff	2 - Important Function
2876	Mary Kosirog the new IS for Career and Life Skills / Needs Macbook imaged	Hardware	Ryan Bretag	New Support Incident	Faculty / Staff	1 - Minor function
2528	wireless keyboard and mouse	Hardware	Katrina Roloff	New Support Incident	Faculty / Staff	1 - Minor function
2538	"Email Archive Conversion needed"	Email	Lori Gonzalez	New Support Incident	Both	2 - Important Function
2473		Email	Michael English	New Support Incident		1 - Minor function
2433	personal archive conversion	Email	Jennifer	New Support	Faculty /	1 - Minor function

			Wawryk	Incident	Staff	
2463	Please transfer my archive to outlook. THX	Email	James Quinn	New Support Incident	Faculty / Staff	2 - Important Function
2466	Archive email	Email	Darin Sullivan	New Support Incident	Faculty / Staff	3 - Critical Function
2468	archived email	Email	Carey Sides	New Support Incident	Faculty / Staff	3 - Critical Function
2482	computer connection in rm A241	Audio Visual	Bradley Benson	New Support Incident	Both	4 - Disrupts current Classroom activity
2431	Removal of old televisions	Audio Visual	Katie Jones	New Support Incident		1 - Minor function
2640	Speakers Buzzing	Audio Visual	Michael Rast	New Support Incident	Both	2 - Important Function
2757	Please hook up the AV equiment in the Foods room	Audio Visual	Kathleen Jo Mitchem	New Support Incident	Faculty / Staff	1 - Minor function
2971	August 19. 2010 Rental - NSSED Staff Training - Rental	Audio Visual	Suzan Maddox	New Support Incident	Faculty / Staff	3 - Critical Function
2972	8/19/10 Clerical In-Service Training	Audio Visual	Suzan Maddox	New Support Incident	Faculty / Staff	3 - Critical Function

Records: 1 - 34 / 34

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Search: { No Search String }

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2433	personal archive conversion	Email	Jennifer	New Support	Faculty /	1 - Minor function

			Wawryk	Incident	Staff	
2463	Please transfer my archive to outlook. THX	Email	James Quinn	New Support Incident	Faculty / Staff	2 - Important Function
2466	Archive email	Email	Darin Sullivan	New Support Incident	Faculty / Staff	3 - Critical Function
2468	archived email	Email	Carey Sides	New Support Incident	Faculty / Staff	3 - Critical Function
2482	computer connection in rm A241	Audio Visual	Bradley Benson	New Support Incident	Both	4 - Disrupts current Classroom activity
2431	Removal of old televisions	Audio Visual	Katie Jones	New Support Incident		1 - Minor function
2640	Speakers Buzzing	Audio Visual	Michael Rast	New Support Incident	Both	2 - Important Function
2757	Please hook up the AV equiment in the Foods room	Audio Visual	Kathleen Jo Mitchem	New Support Incident	Faculty / Staff	1 - Minor function
2971	August 19. 2010 Rental - NSSED Staff Training - Rental	Audio Visual	Suzan Maddox	New Support Incident	Faculty / Staff	3 - Critical Function
2972	8/19/10 Clerical In-Service Training	Audio Visual	Suzan Maddox	New Support Incident	Faculty / Staff	3 - Critical Function

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Incident List

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Incident ID	Issue Summary	Category	Employee	Current Status	Issue Affects	Priority
Resolved - Closed					**Sub Total 68**	
2734	scan to email	Print, Copy, Fax	Lynette M Huebner	Resolved - Closed	Faculty / Staff	3 - Critical Function
2743	Install Outlook Client Software	Software	James W Shellard	Resolved - Closed	Faculty / Staff	2 - Important Function
2749	Please install new Outlook desktop icon	Software	Robin Levine-Wissing	Resolved - Closed		3 - Critical Function
2750	Please install Outlook on my desktop.	Email	Marlene Dobrin	Resolved - Closed		2 - Important Function
2764	Placement of icon	Email	Lorna C Johnson	Resolved - Closed	Faculty / Staff	2 - Important Function
2778	Unable to print a document, please investigate.	Print, Copy, Fax	Lorraine Kroll	Resolved - Closed	Faculty / Staff	2 - Important Function
2780	Electrical in TV Studio	Audio Visual	William Mark Ferguson	Resolved - Closed	Both	2 - Important Function
2781	Regarding TV Studio Doors	Other	William Mark Ferguson	Resolved - Closed	Both	1 - Minor function
2787	Incident 2585	Other	Nathan A Unterman	Resolved - Closed	Faculty / Staff	3 - Critical Function
2802		Software	Deborah L Whipple	Resolved - Closed	Faculty / Staff	2 - Important Function
2811	Student Account Fail	Network / Internet	Kristen Jacobson	Resolved - Closed	Both	4 - Disrupts current Classroom activity
2815	Please install outlook client	Software	Diane D Freeman	Resolved - Closed	Faculty / Staff	2 - Important Function
2818	Install outlook client	Software	William Cadman	Resolved - Closed	Faculty / Staff	2 - Important Function
2819	Unable to print from Remote Desktop	Print, Copy, Fax	Erica Henrich	Resolved - Closed	Faculty / Staff	2 - Important Function
2823	Spyware removal on users computer	Software		Resolved - Closed	Faculty / Staff	1 - Minor function
2824	Outlook will not display pictures	Email	Lisa Wall	Resolved - Closed	Faculty / Staff	2 - Important Function
2827	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555.	Print, Copy, Fax	Christine Koch	Resolved - Closed	Faculty / Staff	2 - Important Function
2828	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your	Print, Copy,	Christine Koch	Resolved - Closed	Faculty / Staff	2 - Important

	scanned document in your inbox please check your junk mail folder.	Fax			Function
2829	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555.	Print, Copy, Fax	Christine G Valles	Resolved - Closed	Faculty / Staff	3 - Critical Function
2830	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Christine G Valles	Resolved - Closed	Faculty / Staff	2 - Important Function
2831	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Rosanne Goodrich	Resolved - Closed	Faculty / Staff	2 - Important Function
2832	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Tara Tate	Resolved - Closed	Faculty / Staff	2 - Important Function
2833	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Lucinda Pouplikollas	Resolved - Closed	Faculty / Staff	2 - Important Function
2834	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Mary Z Jaeger	Resolved - Closed	Faculty / Staff	2 - Important Function
2835	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Renee Jaegers	Resolved - Closed	Faculty / Staff	2 - Important Function
2836	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Sandra Sormaz	Resolved - Closed	Faculty / Staff	2 - Important Function
2837	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Sandra Sormaz	Resolved - Closed	Faculty / Staff	2 - Important Function
2838	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Lorna C Johnson	Resolved - Closed	Faculty / Staff	2 - Important Function
2839	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Lorna C Johnson	Resolved - Closed	Faculty / Staff	3 - Critical Function
2840	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Roberta Gesicki	Resolved - Closed	Faculty / Staff	2 - Important Function
2841	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Roberta Gesicki	Resolved - Closed	Faculty / Staff	2 - Important Function
2842	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder. SIMCC03	Print, Copy, Fax	Lynette M Huebner	Resolved - Closed	Faculty / Staff	2 - Important Function
2843	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder. SMUSC01	Print, Copy, Fax	Cynthia R Franz	Resolved - Closed	Faculty / Staff	3 - Critical Function
2844	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.SSAOc01	Print, Copy, Fax	Lorraine Kroll	Resolved - Closed	Faculty / Staff	3 - Critical Function
2846	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.SSOCC01	Print, Copy, Fax	Dorothy L Durchslag	Resolved - Closed	Faculty / Staff	3 - Critical Function
2847	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder. SSOCC02	Print, Copy, Fax	Dorothy L Durchslag	Resolved - Closed	Faculty / Staff	3 - Critical Function
2848	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder.	Print, Copy, Fax	Tina M Wagner	Resolved - Closed	Faculty / Staff	2 - Important Function
2849	Xerox Copiers are now configured for scan to email. Please test it out and if you have any questions give us a call 4555. If you do not receive your scanned document in your inbox please check your junk email folder. sspeC02	Print, Copy, Fax	Tina M Wagner	Resolved - Closed	Faculty / Staff	2 - Important Function
2859	Outllook will not send email	Email	James	Resolved	Faculty	3 - Critical

			Quinn	- Closed / Staff	Function
2870	Need Printer added to computer by THURSDAY!!!!! July 1	Print, Copy, Fax	Cynthia J Kozeluh	Resolved Faculty - Closed / Staff	3 - Critical Function
2931	Printer won't print	Print, Copy, Fax	Jennifer Pearson	Resolved Faculty - Closed / Staff	2 - Important Function
2934	Cannot upload image	Network / Internet	Phillip Kujawinski	Resolved Faculty - Closed / Staff	3 - Critical Function
2942	Internet is down	Network / Internet	Vito Andriola	Resolved Faculty - Closed / Staff	3 - Critical Function
1623	Crews Laptop Labs	Software	Evelyn Crews	Resolved Faculty - Closed / Staff	3 - Critical Function
1937	Scan to Email	Print, Copy, Fax	Stephen B Gale	Resolved Faculty - Closed / Staff	2 - Important Function
1956	Scan to Email	Print, Copy, Fax	Lois Wolfson	Resolved Faculty - Closed / Staff	2 - Important Function
2205	Need to download new senteo program	Software	Tamara Byrne	Resolved Both - Closed	2 - Important Function
2256	Good Earth- freezing machine	Software	Jennifer Wawryk	Resolved Faculty - Closed / Staff	3 - Critical Function
2437	need to recover a deleted folder	Network / Internet	LeaAnne Hotton	Resolved Both - Closed	3 - Critical Function
2462	Macs cannot access the network	Network / Internet	Evelyn Crews	Resolved Student - Closed	4 - Disrupts current Classroom activity

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