

Pillado, Margarita A.

From: Henderson, Mark E
Sent: Monday, April 11, 2016 3:12 PM
To: Henderson, Mark E
Subject: Pierce College IT Work Order System - JitBit April 11, 2016
Attachments: JitBit - New LAPC IT Work Order System_Revised.pdf

Good day. Pierce College IT Services Group has moved to a new work order system named JitBit. This is a more simplified work order initiation system being used for **IT Work Orders only**. Please reference the attached document regarding the JitBit system. JitBit is accessible via the normal IT Work Request link, under the Intranet heading on our campus Faculty/Staff webpage on www.piercecollege.edu. To submit a work order please use the same logon as your email account and password. Be reminded that we migrated past CMMS IT work orders into the JitBit work order system. **Please do not submit any IT work orders via the system used by M&O**. Also note that JitBit work orders can only be submitted on campus (Intranet).

This has been a part of the overall initiative to develop an IT Helpdesk environment with appropriate resources and applications, as per the Burwood IT Assessment. We thank you for time and consideration.

Mark E. Henderson, Ed.D
Manager, College Information Systems

PIERCE COLLEGE

818.610.6551

henderme@piercecollege.edu

"A successful man is one who can lay a firm foundation with the bricks others have thrown at him."
David Brinkley (1920 - 2003)

The significant problems we face cannot be solved by the same level of thinking that created them.
Albert Einstein (1879 - 1955)

Nothing great was ever achieved without enthusiasm.
Ralph Waldo Emerson (1803-1882)

"The universe is change; our life is what our thoughts make it."
Marcus Aurelis (121 AD - 180 AD)

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LAPC IT Work Order System



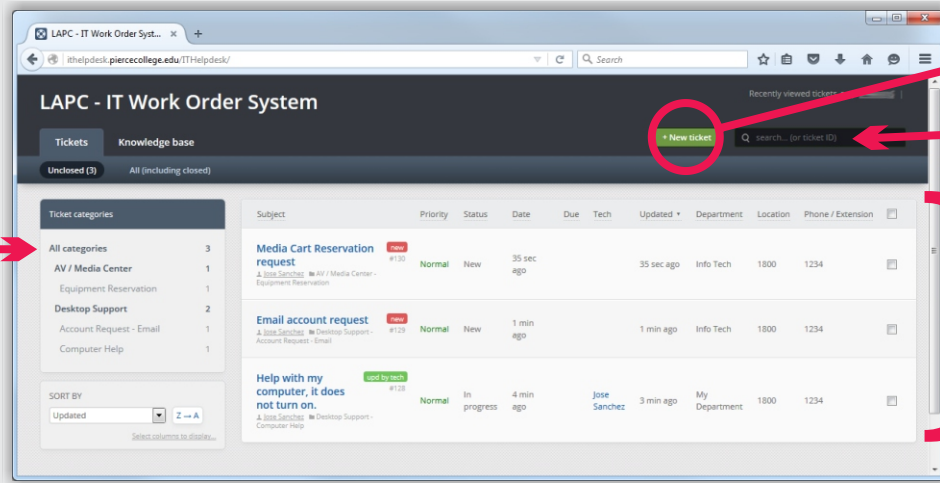
JitBit

Presenting our new Web-based, user friendly, search-enabled, IT Work Order System - Same login as e-mail.

<https://ithelpdesk.piercecollege.edu/ITHelpDesk/>

Or email it-requests@piercecollege.edu

Intranet Only (for now)



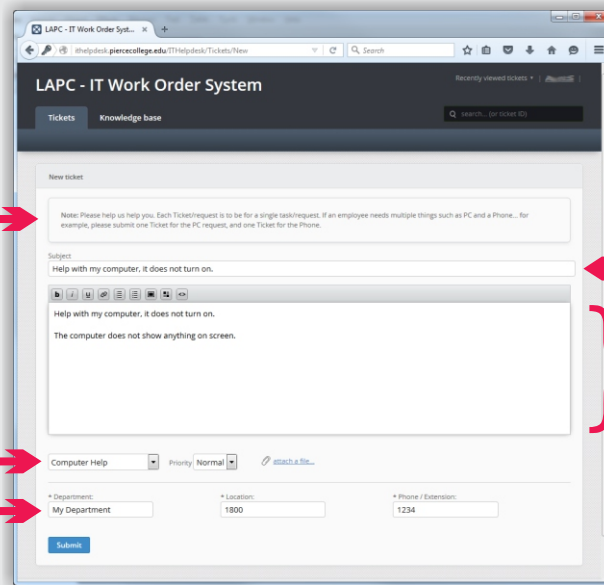
Create a Ticket

Search Tickets

Ticket Categories

List of Tickets

Ticket Creation Page



Tip!
One Request per Ticket!

Subject

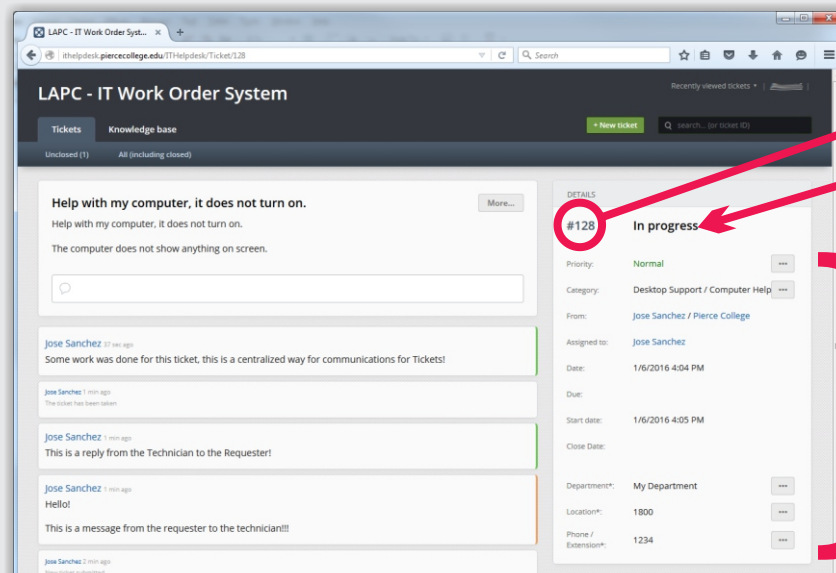
Details

- Please be specific
- Where, who, when, what?
- One request per Ticket!
- Help us help you, details help.

Category
Additional Fields

Ticket Details

Here you can read all replies and info about the Ticket, replies, as well as details like Location, PO#, Serial#, etc as applicable depending on the category of the Ticket.



Ticket #

Status

Information Fields:

- Category
- Technician
- Date
- Location
- Phone
- PO#
- Etc, etc

LAPC IT Work Order System

New!

JitBit

Change Management, Transition Period, Do's and Don'ts

Change Management

The previous Work Order System had Built-In Approvals, the new system does not... But that's OK, we have a way of implementing Change Management for requests that need it.

Tickets that do not require approval (Break-Fix)

Most Tickets (new term for Work Orders), are for Break-Fix requests i.e. existing things that need immediate attention. Such things include computers or printers that stopped working properly, viruses, phone lines down, copiers not working, a server is down, service disruptions, etc.

Tickets that do REQUIRE approval

Tickets that need approval include things like Account Requests for DEC, Viatron, etc, New Equipment Purchases, adding/granting permissions/access, etc. For such requests, have your supervisor submit the Ticket along with any Required Form(s).

How does approval work in this new system?

If the supervisor of the user in question did not submit the Ticket, we will include him/her on a reply and ask for written approval and any required form(s). They will receive it via email and can reply to it from Outlook / WebMail.

If the Supervisor submitted the Ticket, with the required Form(s), we will process the Ticket in the order it was received.

Transition Period

We appreciate your patience in working with us to provide you better services. At this time, we are working on many projects such as the Tech Refresh to deliver new PCs to Faculty and Staff as priority. This will help us close pending/overdue Work Orders greatly.

We will be copying the existing Work Orders from CMMS/SAP into JitBit. This will take some time, but this will allow us to categorize and sort Tickets in order to optimize of processes, generate reports, and determine where to allocate resources, prioritize and move things around.

We ask that if you have any Tickets that no longer need addressing, please let us know.

As we are copying all the WOs as Tickets into JitBit, we will follow up with users to help move things along.

We apologize for any inconvenience this transition may cause. This new Work Order System will help us provide you with better services in the near future.

Do's

Submit a Ticket for each request, always! Be specific and provide details! Remember, you are helping us help you. That way we can give each Ticket to the respective IT Staff...

Don'ts

There are times when users request many things on a single Ticket: Provide a PC AND provide Email address and DEC Access AND Phone AND a Desk - that is a No-No and may delay the completion of your request(s).

Another No-No is: "Please help, PC is not working"... Where? How? Details? What is the Error Message?