



## City of Middletown

Technology Services Department

245 deKoven Drive Middletown, CT 06457

TEL: (860) 638-4990 FAX: (860) 638-1928 TDD: (860) 638-4812

### **Incident and Change Requests for Technology Services**

#### **Overview:**

Technology Services accepts Incident (also known as Break/Fix) and Change Requests (also known as Work Orders or Move-Add-Changes) through our KACE ticketing system. This document explains how technology users within the City of Middletown can report and track issues using this ticketing system.

The more information you provide when opening a ticket, the more efficiently and effectively Technology Services can resolve your issue.



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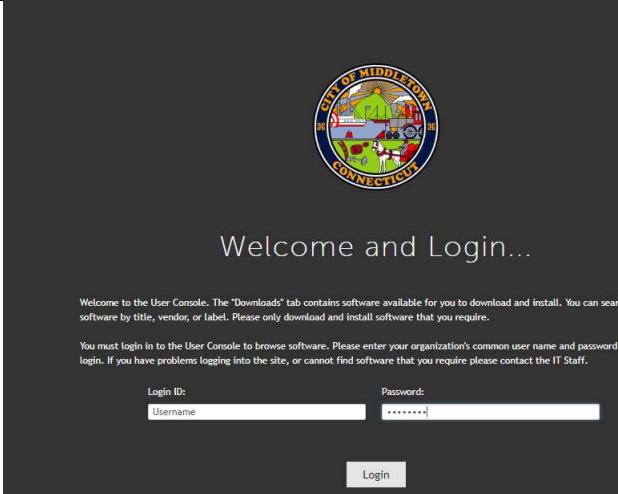
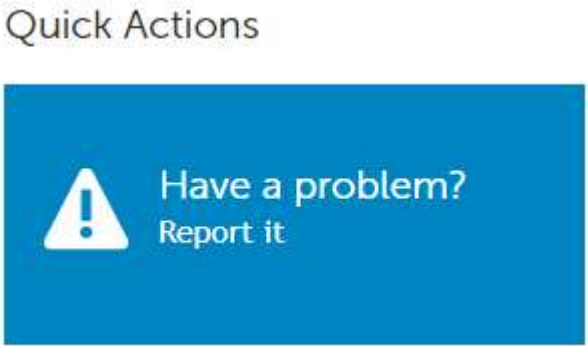
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## Submitting a Ticket Method 01: Using the KACE Web Application (Preferred)

Directly using the KACE Web Application:

- Allows you to submit tickets for yourself or others
- Prompts you to set the impact and urgency of your issue
- Solicits additional information that helps Technology Services address your needs

<p>1</p> <p>Launch the KACE Web Application</p> <p>From your City issued workstation or laptop's desktop, double-click the Helpdesk icon</p> <p>or</p> <p>From any web browser, go to <a href="https://kbox.cityofmiddletown.com">https://kbox.cityofmiddletown.com</a></p>	
<p>2</p> <p>Enter your City Hall username and password and press Login. This is the same username and password used to login to City computers and Outlook Web Access.</p>	
<p>3</p> <p>Click on the box to report a problem.</p>	

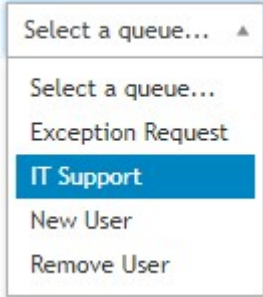
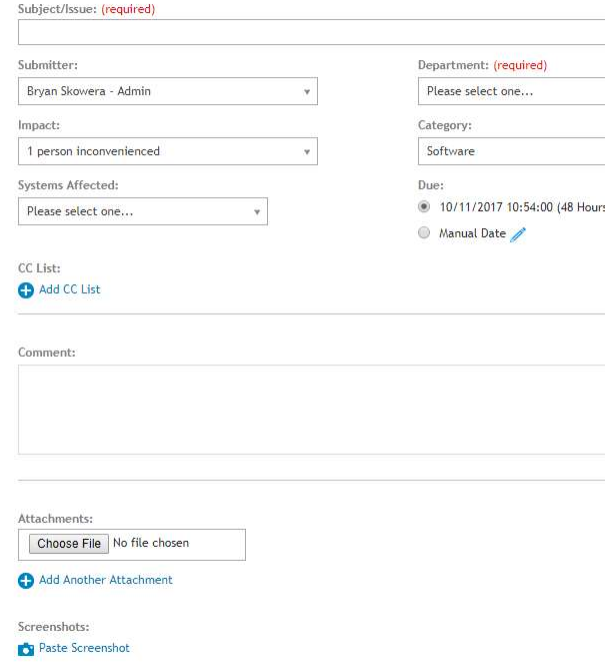


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4	<p>From the drop down, select the appropriate queue.</p> <p><b>IT Support</b> covers the majority of issues and requests and should be the default choice for most City Hall users.</p> <p><b>Exception Request</b> is only used to request that blocked web pages be made available.</p> <p><b>New User</b> is only used to request new accounts for employees or officials.</p> <p><b>Remove User</b> is only used to request the removal of accounts.</p> <p>These instructions will reflect the <b>IT Support</b> queue.</p>	<p><b>Ticket:</b></p> 
5	<p>The New Ticket screen appears. All fields which show <b>(required)</b> must be completed before submitting your ticket.</p>	<p>New Ticket   IT Support</p> 



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6	<p><b>Required:</b> Please enter a clear and concise description of your problem in the <b>Subject/Issue</b> field.</p> <p>Clear and concise examples:</p> <ul style="list-style-type: none"><li>• Error when printing in ADMINS</li><li>• Computer won't turn on</li><li>• Install GIS on new computer</li><li>• Need help transferring large file to vendor</li></ul> <p>Ambiguous examples to avoid:</p> <ul style="list-style-type: none"><li>• ADMINS doesn't work</li><li>• Broken Computer</li><li>• Need software</li><li>• HELP</li></ul>	<p>Subject/Issue: (required)</p> <input type="text" value="Error when printing report in ADMINS"/>
7	<p>The <b>Submitter</b> field defaults to your name. If you are submitting the ticket on behalf of another person, please change the field to that individual's name.</p>	<p>Submitter:</p> <input type="text" value="Bryan Skowera - Admin"/>
8	<p><b>Required:</b> Please set the <b>Department</b> field to the department to which the submitter belongs.</p>	<p>Department: (required)</p> <input type="text" value="WS - Water and Sewer"/>



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9	<p>Please set the <b>Impact</b> to describe the scope of the issue. Accurately selecting the <b>Impact</b> helps prioritize your request.</p> <p>If technology is degraded or nonfunctional... ...<b>and</b> vital job functions cannot be performed <b>and</b> there is no work around select <b>1 person cannot work</b> or <b>Many people cannot work</b>.</p> <p>If technology is degraded or nonfunctional... .. <b>but</b> it is not preventing vital job functions or there is a work around select <b>1 person is inconvenienced</b> or <b>Many people inconvenienced</b>.</p> <p>If you have a general question or request for training, select <b>1 person is inconvenienced</b>.</p> <p>If you are requesting new hardware or software, a relocation of technology, or a change to an existing piece of hardware or software, select <b>Move-Add-Change</b>.</p>	<p>Impact:</p> <ul style="list-style-type: none"> <li>1 person inconvenienced</li> <li>1 person cannot work</li> <li>1 person inconvenienced</li> <li>Many people cannot work</li> <li>Many people inconvenienced</li> <li>Move-Add-Change</li> <li>System Upgrade</li> <li><b>No Impact; System Maintenance</b></li> </ul>
10	<p>Please set <b>Category</b> to describe the general technology affected by your issue.</p>	<p>Category:</p> <ul style="list-style-type: none"> <li>Software</li> <li>Cisco Phones</li> <li>Hardware</li> <li>Mobile Devices</li> <li>Network</li> <li>Software</li> <li><b>Other</b></li> </ul>



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<p>1 1</p>	<p>Please select the specific technology affected by your issue in the <b>Systems Affected</b> field.</p> <p><u>Note: If the name of your technology does not appear in <b>Systems Affected</b>, please select <b>None</b> and makes sure the <b>Subject/Issue</b> contains the name of the technology.</u></p>	<p>Systems Affected:</p> <p>Please select one... ▲</p> <p>Please select one... 🔍</p> <p>Please select one... ▲</p> <p>None</p> <p>Active Directory</p> <p>Adobe Acrobat</p> <p><b>ADMINS</b></p> <p>Backup</p> <p>Brightsign</p> <p>Antivirus</p> <p>Building Permits ▼</p>
<p>1 2</p>	<p>The <b>Due Date</b> is <u>automatically</u> changed when you submit your ticket based on the <b>Impact</b> field.</p> <p>If you have a business need to manually set a due date for this request, you can select <b>Manual Date</b> and input a date/time of your choice.</p> <p><u>Technology Services will make a best effort to respect your due date, but due dates are not a guarantee of when work will be completed.</u></p>	<p>Due:</p> <p><input checked="" type="radio"/> 10/11/2017 14:22:00 (48 Hours)</p> <p><input type="radio"/> Manual Date </p>
<p>1 3</p>	<p>Please use the <b>Comment</b> field to elaborate on your request or issue. Important and helpful information to provide includes:</p> <ul style="list-style-type: none"> <li>• Errors or system messages that you have received.</li> <li>• Alternate contact information if you are not at your normal office phone.</li> <li>• Steps to reproduce the problem.</li> </ul>	<p>Comment:</p> <p> </p>




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<p>1 4</p>	<p>If there is a file relevant to the issue, you can use the <b>Attachments</b> field to upload it.</p> <p>You can use the <b>Paste Screenshot</b> link to include screen shots of errors or other useful screens.</p>	<p>Attachments:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input type="button" value="Choose File"/> No file chosen     </div> <p><a href="#">+ Add Another Attachment</a></p> <p>Screenshots:</p> <p><a href="#">Paste Screenshot</a></p>															
<p>1 5</p>	<p>Press <b>Save</b> to submit your ticket.</p>	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Apply Changes"/> <input type="button" value="Cancel"/> </div>															
<p>1 6</p>	<p>You will be shown a list of the tickets that have been submitted in your name.</p>	<p>Tickets   All Queues</p> <p>New ▾ Choose Action ▾</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Created</th> <th>Priority</th> <th>Number</th> <th>Subject/Issue</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>10/03/2017 15:55:05</td> <td></td> <td>TICK:7087</td> <td>Cursor not moving when I mo</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10/03/2017 16:01:27</td> <td></td> <td>TICK:7088</td> <td>CAPSLOCK KEY STUCK IN ON</td> </tr> </tbody> </table> <p>1 to 2 of 2</p>	<input type="checkbox"/>	Created	Priority	Number	Subject/Issue	<input type="checkbox"/>	10/03/2017 15:55:05		TICK:7087	Cursor not moving when I mo	<input type="checkbox"/>	10/03/2017 16:01:27		TICK:7088	CAPSLOCK KEY STUCK IN ON
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<p>1 7</p>	<p>You will receive an email indicating your ticket number. Please retain this email.</p>	<p>Wed 10/4/2017 5:48 AM</p> <p> helpdesk@MiddletownCT.gov [TICK:7095] CAPSLOCK KEY STUCK</p> <p>To: Skowera, Bryan</p> <p><a href="#">i</a> We removed extra line breaks from this message.</p> <p>--+-- Please reply above this line to add a comment --+-- IT Support created a ticket.</p> <p>You may see more details and track progress on your new ticket at: <a href="https://kbox.cityofmiddletown.com/userui/ticket?ID=7095">https://kbox.cityofmiddletown.com/userui/ticket?ID=7095</a></p> <p>You may reply to this email as a method of updating the information on this ticket instead of lo</p>															



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## Submitting a Ticket Method 02: Opening by Email

Opening a ticket by email:

- Does not allow you to submit tickets for others
- Does not allow you to set impact or due date

Opening a ticket by email may be convenient, since you are prompted for less information, but that means Technology Services has less ability to take action based on the initial incident report.

1	<p>From your work email, create a new message to <a href="mailto:helpdesk@middletownct.gov">helpdesk@middletownct.gov</a></p> <p>You can send this email from any device or computer so long as you are sending from your @middletownct.gov email.</p>	<p>To... <input type="text" value="helpdesk@middletownct.gov"/></p>
2	<p>Please enter a clear and concise description of your problem in the <b>Subject</b> line.</p> <p>Clear and concise examples:</p> <ul style="list-style-type: none"> <li>• Error when printing in ADMINS</li> <li>• Computer won't turn on</li> <li>• Install GIS on new computer</li> <li>• Need help transferring large file to vendor</li> </ul> <p>Ambiguous examples to avoid:</p> <ul style="list-style-type: none"> <li>• ADMINS doesn't work</li> <li>• Broken Computer</li> <li>• Need software</li> <li>• HELP</li> </ul>	<p>Subject <input type="text" value="Error when printing in ADMINS "/></p>
3	<p>Please use the body of the email to elaborate on your request or issue. Important and helpful information to provide includes:</p> <ul style="list-style-type: none"> <li>• Errors or system messages that you have received.</li> <li>• Alternate contact information if you are not at your normal office phone.</li> <li>• Steps to reproduce the problem.</li> </ul>	<p>CANNOT TURN OFF CAPSLOCK. UNPLUGGED AND REPLUGGED KEYBOARD; NO EFFECT. REBOOTING DID NOT HELP </p>








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4	<p>If there is a file relevant to the issue, you can attach it to the email.</p> <p>You can also include a screenshot in the email.</p>	<p>Attachments:</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <input type="button" value="Choose File"/> No file chosen     </div> <p><a href="#">+ Add Another Attachment</a></p> <p>Screenshots:</p> <p><a href="#">+ Paste Screenshot</a></p>
5	Send your email.	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;">  <p>Send</p> </div>
6	You will receive an email indicating your ticket number. Please retain this email.	<p>Wed 10/4/2017 5:48 AM</p> <p> helpdesk@MiddletownCT.gov [TICK:7095] CAPSLOCK KEY STUCK</p> <p>To: Skowera, Bryan</p> <p> We removed extra line breaks from this message.</p> <p>-+.- Please reply above this line to add a comment -+.- IT Support created a ticket.</p> <p>You may see more details and track progress on your new ticket at: <a href="https://kbox.cityofmiddletown.com/userui/ticket?ID=7095">https://kbox.cityofmiddletown.com/userui/ticket?ID=7095</a></p> <p>You may reply to this email as a method of updating the information on this ticket instead of lo</p>



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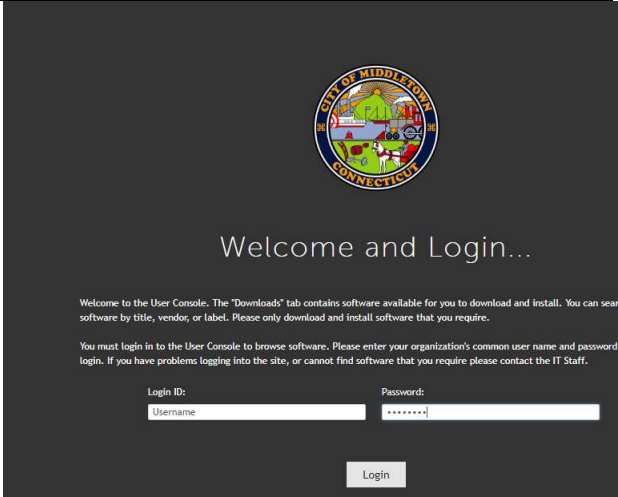
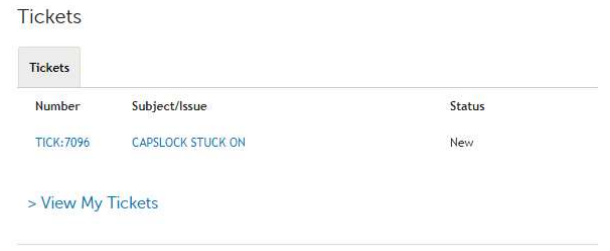
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## Checking Status of an Open Ticket

Once a ticket is open, you should receive email alerts regarding all changes to your tickets.

You can also click on the link in the ticket emails to view the ticket in the KACE Web Application.

If you have deleted your previous ticket status emails, you can log into KACE Web Application and review your open tickets.

<p>1</p> <p>Launch the KACE Web Application</p> <p>From your City issued workstation or laptop's desktop, double-click the Helpdesk icon.</p> <p>or</p> <p>From any web browser, go to <a href="https://kbox.cityofmiddletown.com">https://kbox.cityofmiddletown.com</a></p>	
<p>2</p> <p>Enter your City Hall username and password and press Login. This is the same username and password used to login to City computers and Outlook Web Access.</p>	
<p>3</p> <p>In the middle of the screen, you should see a list of recent tickets. You can click on the <b>Ticket Number</b> to see more detail.</p> <p>To see a list of all your tickets, click <b>View My Tickets</b>, and then click the Ticket you want to view.</p>	



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4	From this view you can review the status of your ticket.	
5	<b>Owner</b> shows the staff member assigned to your ticket.	<b>Owner:</b> Skowera, Bryan
6	<b>Due</b> shows the target date for the issue to be resolved by. Oftentimes, issues are resolved well in advance of the Due Date, but Due Dates are not guarantees of when a problem or request will be addressed.	<b>Due:</b> 10/05/2017 16:30:00
7	At the bottom of the screen is a list of all <b>Comments</b> , from both you and staff members working on your ticket.	Skowera, Bryan 10/04/2017 07:18:22 Provided default login information after confirming it still worked.



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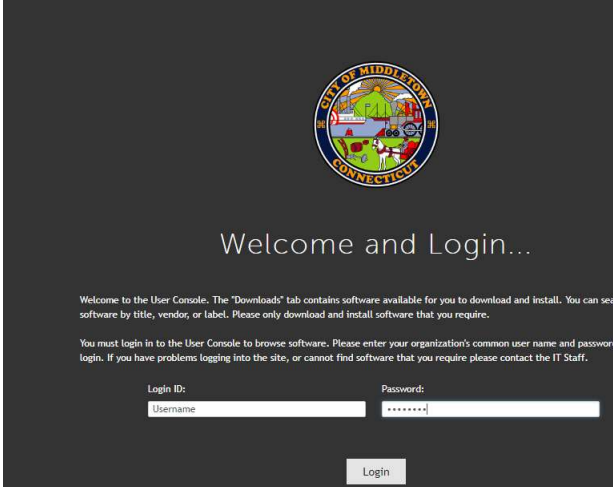
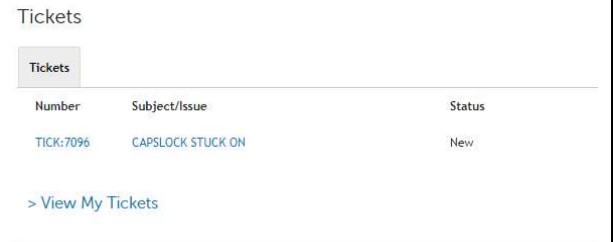
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## Updating an Open Ticket

If the circumstances of an open break/fix issue or change request evolves, please inform Technology Services by updating your open ticket.

Once a ticket is open, you can reply to the automated ticket emails to update your ticket with new information.

If you have deleted your previous ticket status emails, you can log into KACE Web Application and update your open tickets.

<p>1</p> <p>Launch the KACE Web Application</p> <p>From your City issued workstation or laptop's desktop, double-click the Helpdesk icon</p> <p>or</p> <p>From any web browser, go to <a href="https://kbox.cityofmiddletown.com">https://kbox.cityofmiddletown.com</a></p>	
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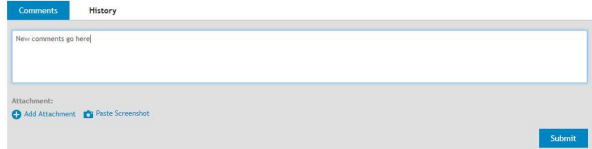
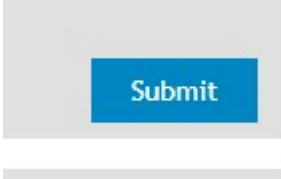



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4	Enter a new <b>Comment</b> .	 A screenshot of a web interface for adding a comment. It shows a text input field with the placeholder "New comments go here!". Below the field are two links: "Add Attachment" and "Paste Screenshot". A "Submit" button is located at the bottom right of the form area.
5	Press <b>Submit</b> .	 A close-up screenshot of a blue rectangular button with the word "Submit" written in white text.
6	Press <b>Save</b> .	 A close-up screenshot of a blue rectangular button with the word "Save" written in white text.



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### **Escalating Unresolved Issues**

If you have an unresolved issue that requires escalation, please follow this escalation process. Please make sure to reference your ticket number in all correspondence.

#### Escalation Step 01: Contact the assigned Technology Services staff member.

The assigned staff member should be noted in KACE's automated emails and is shown in the KACE Web Application.

Email the staff member; if your email is unavailable, call the staff member. In either case, note the ticket number and the reason for escalation.

#### Escalation Step 02: Email IT Helpdesk Ticket Escalation

If Step 01 does not result in a timely response, email [itescalation@middletownct.gov](mailto:itescalation@middletownct.gov). Note the ticket number and the reason for escalation. If your email is unavailable, proceed to Step 03.

#### Escalation Step 03: Contact the Director of Information Systems.

If Step 02 does not result in a timely response, email the Director of Information Systems; if your email is unavailable, call the office. Note the ticket number and the reason for escalation.



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### **Off Hours Support**

Technology Services provides normal support services during City Hall's daily business hours.

Off hours support is only available for critical outages or severe system degradations which have an immediate impact to the safety, health, and operation of the City of Middletown.

An on-call schedule of Technology Services staff and their contact information has been provided to Department Heads. Department Heads (and their delegates) can engage the on-call staff when off-hours critical outages or severe system degradations occur. If the on-call Technology Services staff does not respond to an off-hours contact attempt, please contact the Director of Information Systems.

### **Procedure to Engage Support**

Step 01: Call or text the On-Call Technology Services Staff.

Step 02: If the On-Call Technology Services Staff does not respond within 10 minutes, call the On-Call Technology Services Staff.

Step 03: If the On-Call Technology Services Staff does not respond within 10 minutes, call or text the Director of Information Systems.

Step 04: If the Director of Information Systems does not respond within 10 minutes, call the Directors of Information Systems.