



Incident → report issues with services and equipment that you already have.
Service request → request some service or equipment that you currently do not have.

ITD Service Desk Home · Service Catalog · My Items · My Service Requests · More... Kerman Deboo, ITDPT
Self Service User Help

Home

All Active Incidents (Self Service) (8)						All Active Service Requests (Self Service) (9)				
Incident ID	Summary	Status	Reported By	Customer	Created	Ser. #	Summary	Request Off.	Customer	Repo
1100064	Testing emails	Active	Kerman Deb...	Kerman Deb...	01/19/20	103...	emPOWER and PSPS data matching	User Reque...	Preston La...	Kerr
1091711	<<[FileNet] FileNet issue -- R...	Active	Kerman Deb...	Kerman Deb...	12/03/20	103...	Firewall exceptions needed for Sheriff office at Peralt...	User Reque...	Jason Hairst...	Jaso
1010745	VotedBy being set to Internal...	Active	Internal Serv...	Kerman Deb...	07/12/20	102...	Services for Clear Impact's Results Based Accounta...	User Reque...	Julie Hadnot...	Kerr
1004570	On saving a service request th...	Active	Kerman Deb...	Kerman Deb...	05/23/20	102...	Create quick link for Ivanti in alcowebd and alcowebt ...	User Reque...	Kerman Deb...	Kerr
1004168	Email to customer on manuall...	Active	Kerman Deb...	Kerman Deb...	05/21/20	100...	Ivanti Notifications Enhance/Research	User Reque...	Kerman Deb...	
1003176	When creating Service Reque...	Active	Kerman Deb...	Mary Ann G...	05/13/20	100...	Enhance ability to track incoming emails	User Reque...	Ruby Miclat...	
1000705	All attachments for object bei...	Active	Kerman Deb...	Kerman Deb...	04/25/20	100...	Expose the toplevel tabs Subcategory and Service R...	User Reque...	Kerman Deb...	
1000344	ITDSvcDesk\CSRSvcReq not ...	Active	Kerman Deb...	Kerman Deb...	04/23/20	100...	Handling of archived emails in Ivanti mailboxes	User Reque...	Kerman Deb...	
						100...	Mailbox -- consider changing from Licensed to Shared	User Reque...	Kerman Deb...	



Home Service Catalog x

Search for a Request Offering:



Incidents

HOW TO REPORT INCIDENTS AND MAKE REQUESTS

Browse by Category	Incidents		
<ul style="list-style-type: none"> Incidents Alcolink Financials Alcolink HRMS Countywide Websites and Applic... ITD Operations / Data Center Mobile Devices and PC Software/... Others Social Services Websites and Apps Telephony Service Requests 	<p>[FileNet] FileNet issue <small>FileNet</small> Issues/questions related to FileNet system, such as Navigator search and view features.</p> <p>[Financials] Asset Management <small>Asset Management</small> Issues/questions related to Alcolink Financials Asset Transactions, Depreciation, Accounting...</p> <p>[Financials] Other/general business issue <small>Business Issue</small> Issues/questions related to Alcolink</p>	<p>[FileNet] Kofax - scanning issue <small>Kofax</small> Issues/questions related to Kofax software, such as batch indexing, or scanner and VRS issues.</p> <p>[Financials] Ezsourcing - Strategic Sourcing <small>Ezsourcing</small> Issues/questions related to Alcolink Financials Maintain Bidder, Event Workflow, Event Workbe...</p> <p>[Financials] Password, login, permissions <small>Password Login Permissions</small> Issues/questions related to Alcolink</p>	<p>[Financials] Accounts Payable <small>Accounts Payable</small> Issues/questions related to Alcolink Financials Voucher, Invoice, Voucher Doc Tol/Budget Chec...</p> <p>[Financials] General Ledger <small>General Ledger</small> Issues/questions related to Spreadsheet Journal, Journal Entry/Workflow, Budget Journal, and ...</p> <p>[Financials] Procurement Contract <small>Procurement Contract</small> Issues/questions related to Alcolink Financials Contract Entry, Master</p>