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# Requesting Support from the Information Technology Service Desk

*For ALL STAFF*

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Version 1.3

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## Contents

Overview .....	1
Requesting Assistance .....	2
New Incident.....	2
Service Requests.....	5
Approving a Request .....	6
Using the Mobile Application.....	7

## Overview

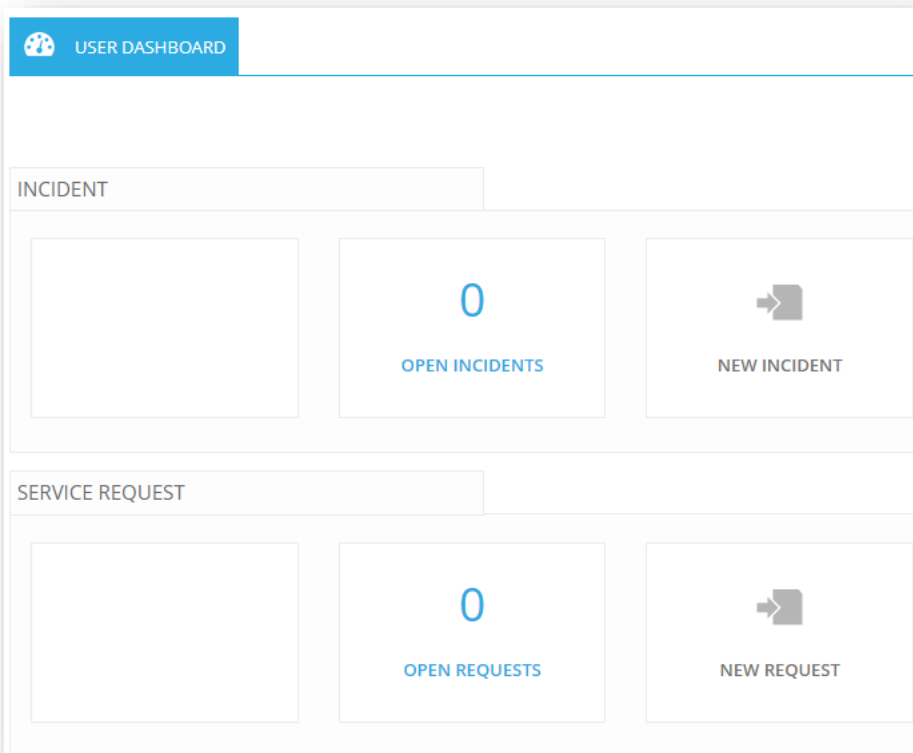
Requests for assistance to the IT Service Desk can be made using the IT Service Desk Management System (ITSM). Every staff member in the district can log a ticket in the system to request help with an item that requires repair (incidents) or request a service (service request).

To access the ITSM use the following link:

<https://servicedesk.burnabyschools.ca>

If you have already logged in to a district computer, you may be taken directly to your dashboard. If the service desk requires you to login you will use the same credentials you use to access computers in the district or Microsoft 365 (e+ your employee id and your district password).

Your user dashboard offers you two options; Incident and Service Request



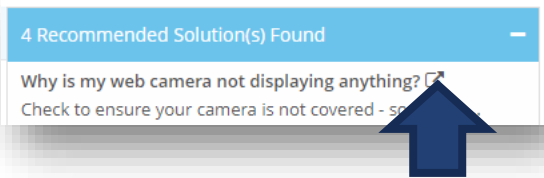
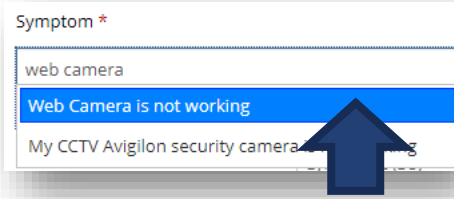


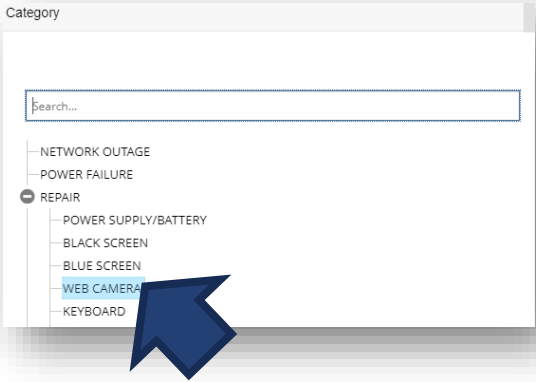
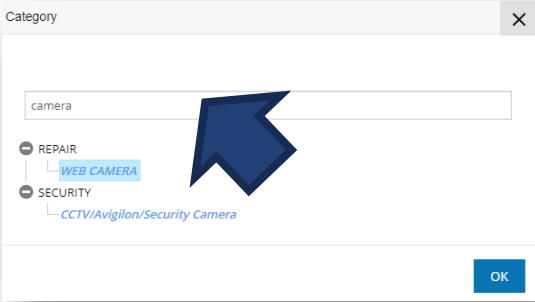
## Requesting Assistance

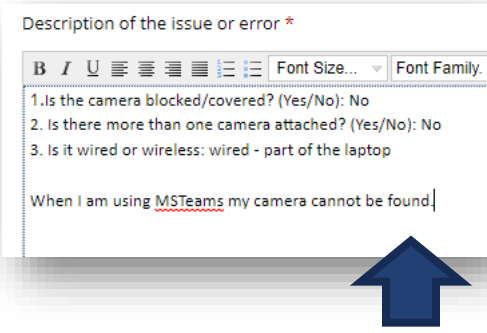

### New Incident

Description: Submit a **New Incident** request if you are experiencing:

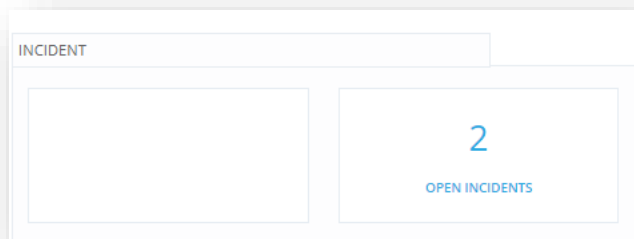
- a technology-related emergency (such as a site network/wireless outage),
- a problem with hardware that requires repair or,
- software that is presenting you with an error:

<p>1. Log a ticket for a new incident by clicking on the NEW INCIDENT icon</p>	
<p>2. A window will open that will require that you identify the <b>"Symptom"</b> (the issue you are experiencing).</p> <p>A list of possible issues will appear once you begin to type a Symptom.</p>	
<p><b>TIP:</b> The knowledgebase may also present possible solutions to the Symptom entered</p> <p>Solution articles appear in the top right corner of your window. Click on the article that describes your issue if it appears in the list.</p> <p>If listed solutions do not resolve the problem, continue to log a ticket.</p>	
<p>3. Select the item in the dropdown that best describes the issue from the list of potential symptoms.</p> <p>If there is no matching symptom, simply type the information in the field and the move to Step 4.</p>	

<p>4. Enter the LOCATION in the building where you/the hardware can be found (room number)</p>	
<p>5. Enter the contact phone number you can be reached at – the technician will use this to arrange a time to work with you to resolve the problem</p>	
<p>6. If you selected an item in the symptom drop-down list, the CATEGORY will be automatically filled in for you. Skip to step 7 OR</p>	
<p><b>a. If none of the symptoms matched your issue select the CATEGORY that identifies what is not working (network, what to repair, security concerns or software errors).</b></p>	
<p>b. You can type a description in the search bar to find what you are looking for OR open each area by clicking on it to find what you are looking for</p> <p><b>TIP:</b> if you can't find a category that matches what you need repaired you may be looking for a service (NEW REQUEST) check the service requests for an appropriate category</p> <p>Please use OTHER categories only if you cannot find what you need.</p>	

<p>7. Answer any questions that may appear in the description box and add any additional details of the issue.</p>	
<p>8. Enter the serial number of the computer or hardware if it is a hardware issue.</p>	<p><b>Note:</b> If IT Services has assigned a device to you, it may be listed as an ASSET in the 'Items to Repair' area of the screen.</p> <p>Select the computer/phone that is an issue if you are having a hardware issue with that specific device.</p>
<p>9. CLICK ON SUBMIT</p>	

The service desk will send you an email to you confirming that a ticket has been logged. Your incident(s) will show on your user dashboard.

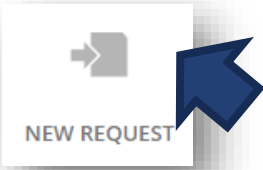
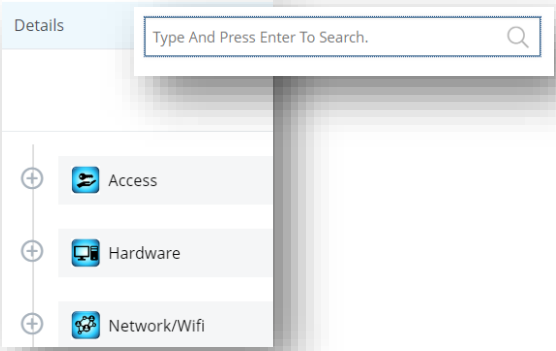
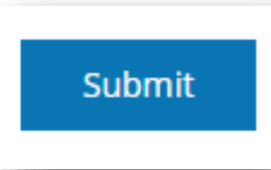


You will receive status notifications by email as IT staff begin to work on and/or resolve your ticket.

## Service Requests

Description: Submit a **Service Request** if you:

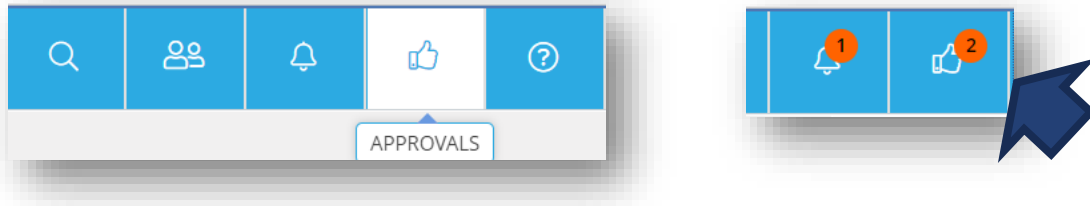
- Are requesting access to a system or service,
- Require help resolving an issue or,
- Need to enter a request for general assistance.


<p>1. Log a ticket for a Service Request by clicking on the NEW REQUEST icon</p>	
<p>2. A window will open that will allow you to select the type of service you require</p> <p>You can click on the menu items to see services in the menu</p> <p>OR you can enter an item to search for and press RETURN</p> <p><b>TIP:</b> If you cannot find a service catalog to select verify that the category doesn't exist in NEW INCIDENT. You can log a ticket using the OTHER categories in incidents if you can't find a catalog that describes your request.</p>	
<p>3. Click on the service you require to open the service request window.</p> <p>Each request for service is unique – you will be required to fill in the details of your request and click on SUBMIT.</p> <p>If the service requested requires approval you will see the name of the approver listed.</p>	

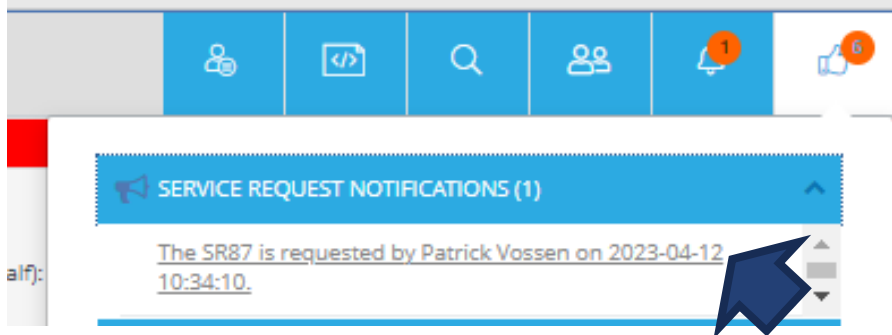


## Approving a Request

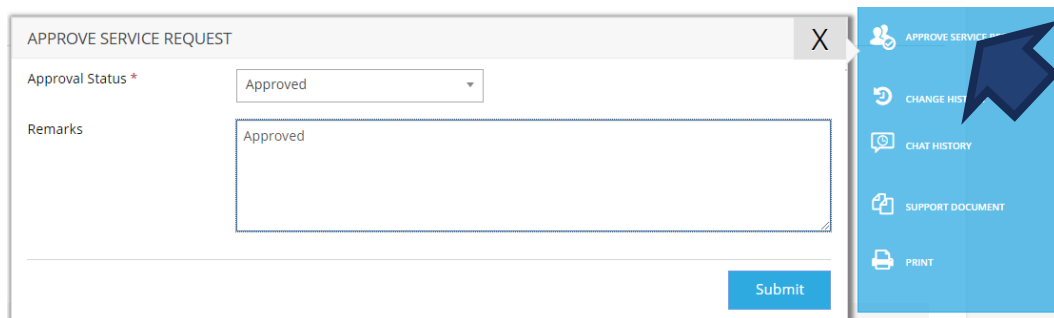
If you are identified as a staff member who can approve requests, you will be notified when a ticket is logged (through email) that approval is required. You can also see pending requests for approval in the menu bar when you log in to the ITSM



Click on the Approval button  and requests waiting for approval will appear:  
 Select the item from the list you want to review and approve:



The details of the requested service will appear. Use the menu options that appear to approve a request:



Select the Approval Status and enter Remarks if necessary.

Click on SUBMIT – a notification will be sent through email to the staff member requesting the service and the task will be assigned to the appropriate IT staff member for resolution.

## Using the Mobile Application

The ITSM offers a mobile application that allows staff to review and add tickets. To download the application:

FOR ANDROID devices:

<https://play.google.com/store/apps/details?id=com.symphonysummitai.servicemanagement>

For Apple iOS:

<https://apps.apple.com/us/app/summitai-app-for-end-users/id1506730727>

A complete guide for the mobile application can be found at:

<https://docs.symphonysummitai.com/?preview=/65584/466321522/SymphonyAI%20Summit%20Mobile%20App%20User%20Guide.pdf>

LOGIN to: [servicedesk.burnabyschools.ca/mobile](https://servicedesk.burnabyschools.ca/mobile) using your school district account and password.