FHDA Help Desk Frequently Asked Questions

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What is the ETS Request Tracking System?

Answer:

ETS stands for Educational Technology Services. This is the name of the Computer IT department that supports the Foothill-De Anza CC District. It is the centralized IT group.

ETS is implementing a new request tracking system. Currently faculty and staff request help from ETS via telephone (408) 864-8324 or by sending an email to techhelp@fhda.edu. The vendor no longer supports the

current system we are using to track requests from staff and faculty so we needed to find a new system.

This new system is the DELL KACE Service Desk. On July 1, 2013, staff and faculty will still be able to contact the Call Center via telephone, but no longer will be using email to submit request for assistance from ETS via email. Instead, staff and faculty will use a browser and go to etshelp.fhda.edu and fill out a web form.   This will allow ETS to collect more relevant information about the request for help than we do now by using a free-form email sent to ETS.

To obtain current information about this project, go to: http://ets.fhda.edu/call_center

What is the DELL KACE Service Desk?

Answer:

KACE is an appliance system by DELL with a Service Desk module that is the new FHDA ETS Work Request tracking system that replaces DKHELP. A web interface is used to create and manage work requests.

This appliance system also has a systems management and deployment product, which provides inventory and asset management, software distribution, and patch management for desktop and laptop computers. ETS is still in the process of implementing this part of the system.

What is KB?

Answer:

KB means **Knowledge Base**, which is built into this new request tracking system. In Phase 2 of the deployment of this new work request system, knowledgebase articles will be available for self-help or will be attached to a work request as reference for the requester.

Are we migrating all the DKHelp Tickets to KACE or just the OPEN Tickets?

Answer:

All completed work requests in the current DKHelp Ticket system will be closed. Those requests not yet completed in DKHelp, when completed will be closed. If a work requests must stay open beyond December 31, 2013, ETS staff will create a new work request in the new DELL KACE Service Desk system.

What is the My Computer Tab for?

Answer:

This displays the IP address of the computer you are currently using. This may be useful when ETS is assisting you.

What is the Knowledge Base tab?

Answer:

See the answer to what is KB, above.

Can I get to the work request system from within MyPortal (Banner)?

Answer:

ETS is working on setting a single sign on connection from within MyPortal to this work request system. This capability should be available some time in July 2013.

What if the District phone number listed in the ETS Work Request system is not correct?

Answer:

Contact Human Resources to update your District phone number in the Banner system, which is where the ETS Work Request system obtains this information. If the phone number is correct in the Banner system, then it is the case where the ETS Work Request system has not yet synchronized with the Banner system.

What if I accidentally changed the Submitter to someone other than myself for a work request and I really need the Submitter to be me?

Answer:

You receive this message when you changed the Submitter from yourself to another user and clicked on Save to create the work request.


Contact the Call Center at (408) 864-8324 and tell them what happened. Provide the ticket number. The Call Center staff will look at the work request and the log will show that you created the work request and change the Submitter back to you. If you were not the one who created the work request, they will not change the Submitter to you.

I created a work request for Classroom Loaner Equipment and it is not showing up in the list of work requests. Where is it?

Answer:

To view all work requests you have created using different forms, you need to change your **Default Queue** view to **All Queues**. Click on **Choose Action** on the left side of the screen near the top.
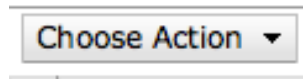
And select **Set Default Queue**. Then select **All Queues**.

Will this new system also be used for requesting assistance from Plant Services?

Answer:

No. Please use the Plant Services work request system at:

http://www.fhdawo.com/

Will this new system also be used for requesting keys for De Anza campus?

Answer:

No. Please use the De Anza key request system:

http://153.18.97.126/newkeyrequest1.html