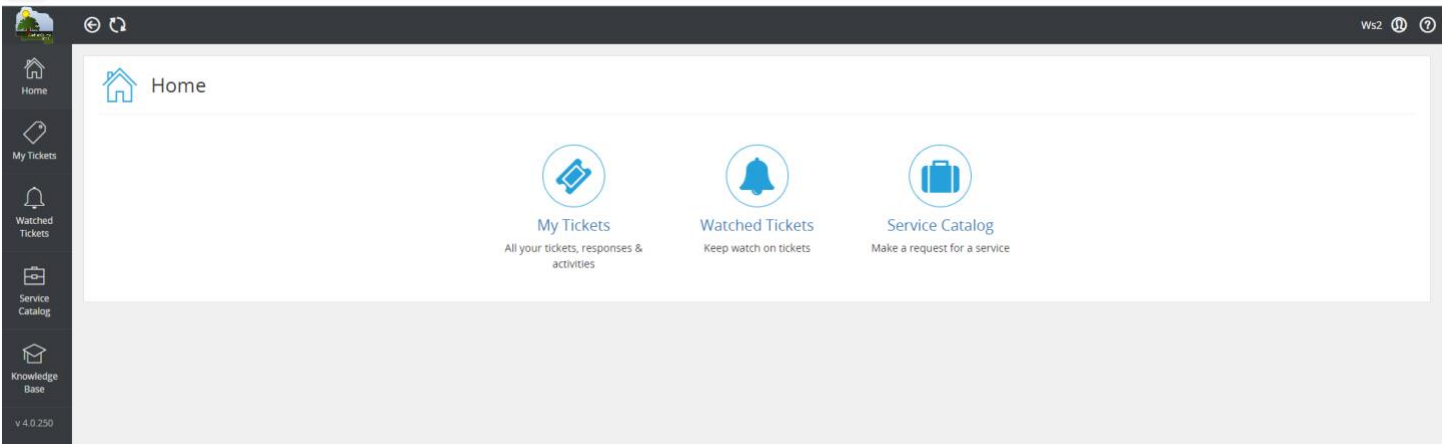


BOSS Work Order System

New System for logging Tickets with ITS. Link to enter tickets here: <https://boss2.alachuacounty.us/SupportCentral>. There is also a link at the bottom of the Intranet Page and the Support button <https://intranet.acboecc.us/Pages/default.aspx>

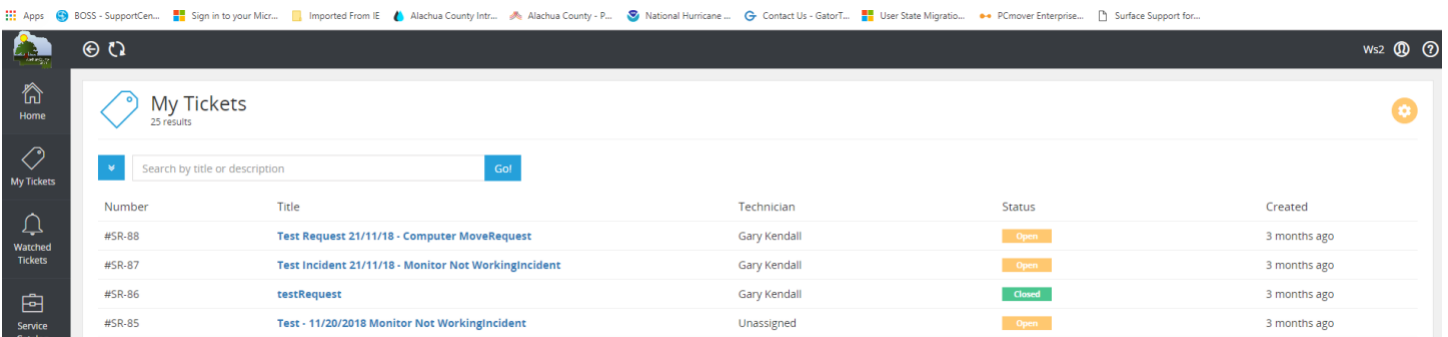
Below are screen shots of the pages you will see and instructions for each.

Home Page:



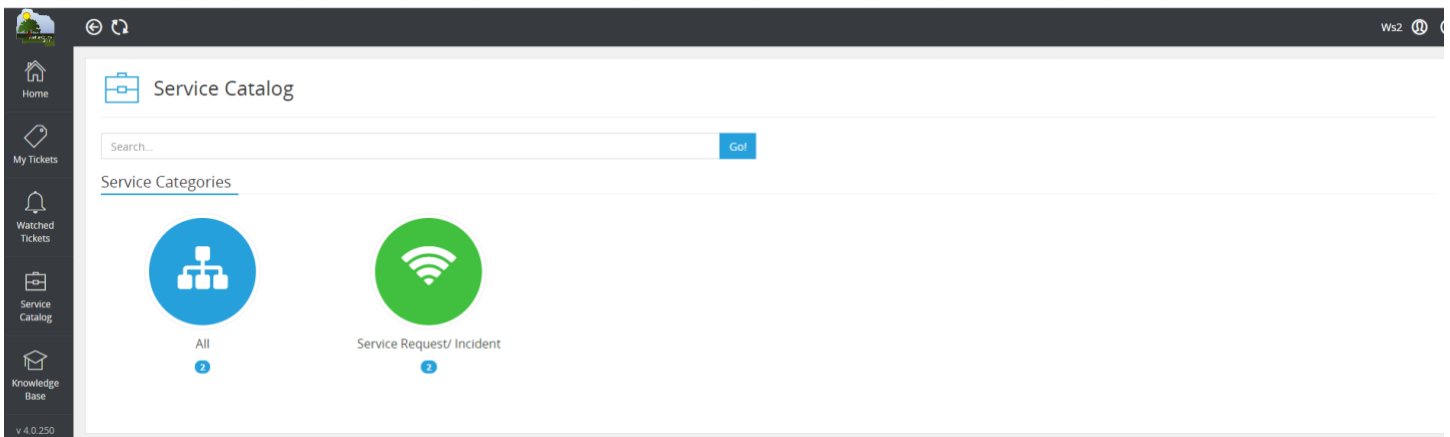
Here you will see links to your tickets “My Tickets” (Open & Closed), “Watched Tickets” (other staff’s ticket which you have been assigned as a watcher), and “Service Catalog” (Create a Ticket). You will also see these same pages down the left side of your screen with the addition of “Knowledge Base”. This will contain how to documentation for various IT items (in development).

My Tickets:

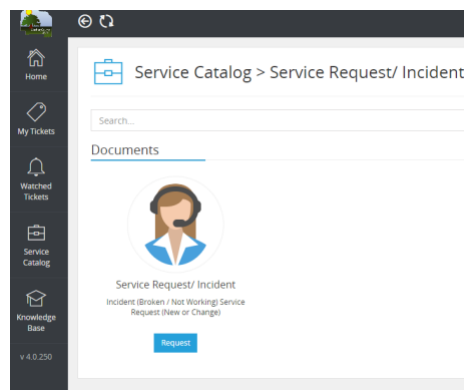
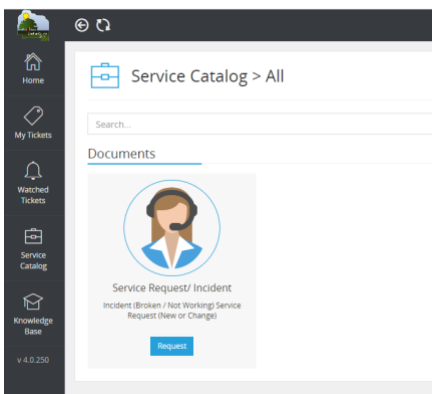


This screen displays your ITS Tickets, both open and closed.

Service Catalog:

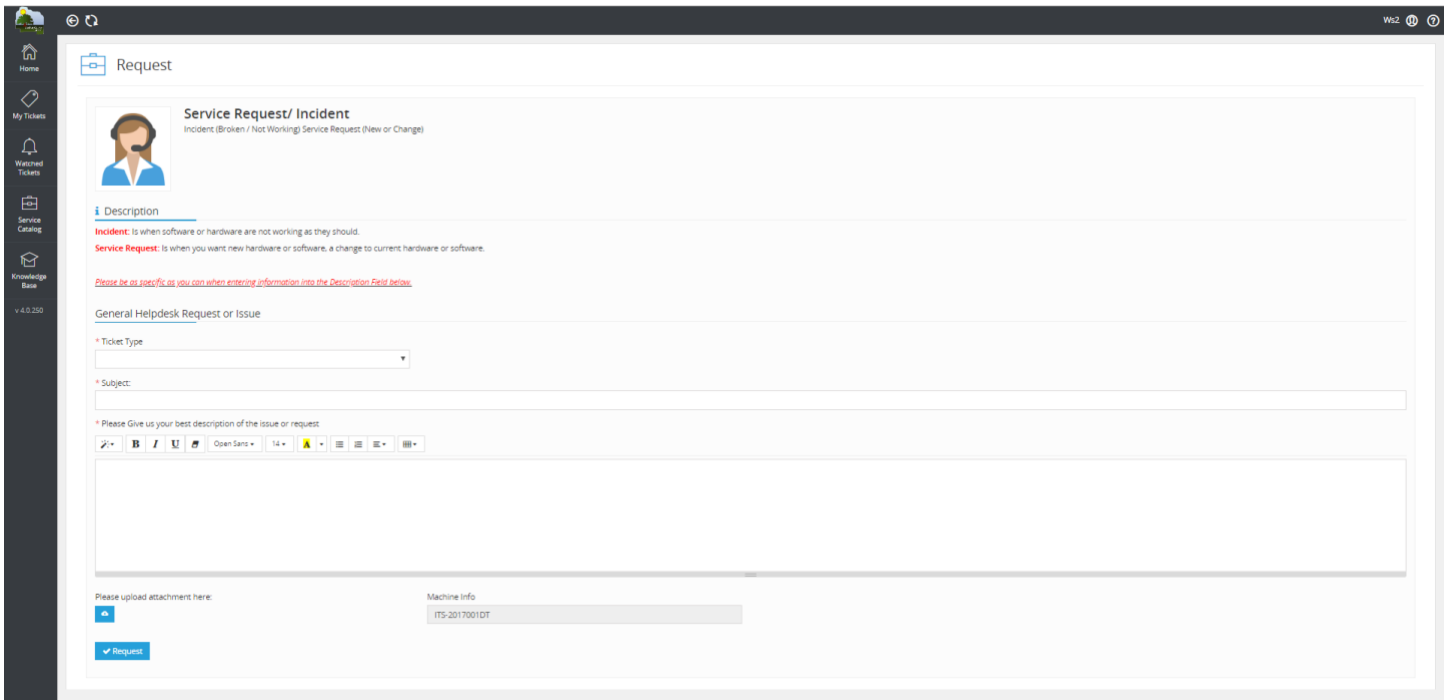


Either link will bring you to the page that will allow you to create a Ticket.

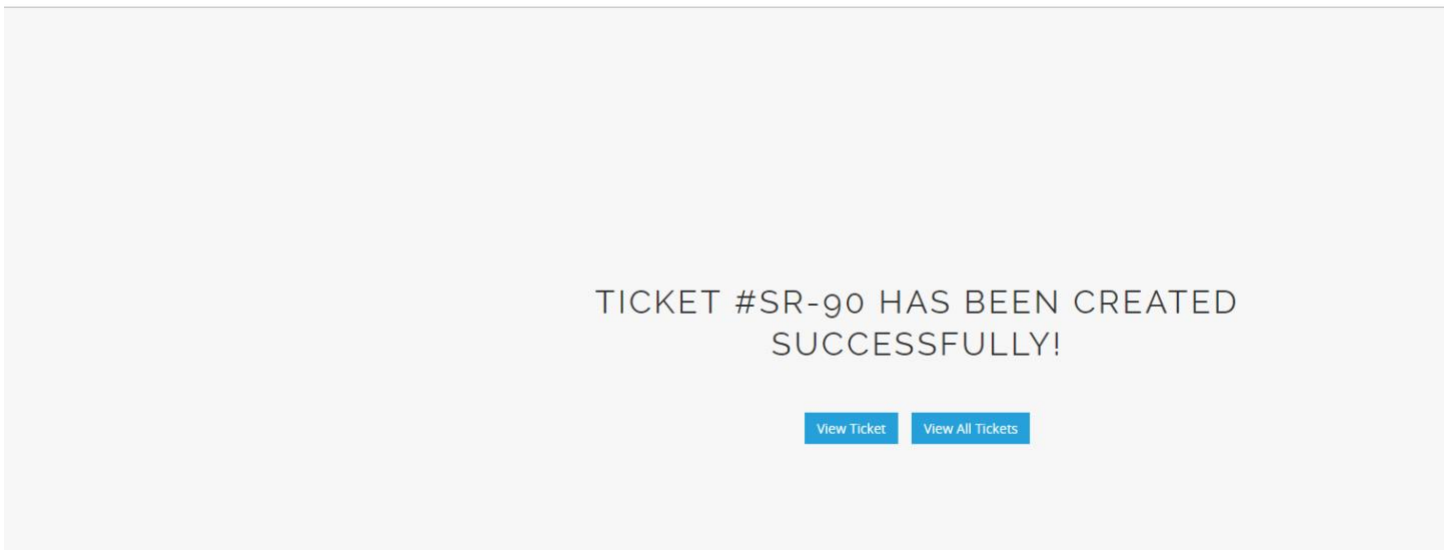


- 1) Incident – Use when something is broken or not working correctly
- 2) Service Request – Use to request a hardware/ network/ telecom related item; Printer install/ computer move/ new phone/ etc.

Enter in a short Title and a description of what is needed. You can even add an attachment if you have one to include. Just click on the “upload attachment here” button.



When done, click on “[Request](#)”. This will submit the ticket to the ITS Helpdesk and the following screen will display, showing your ticket number.



To view your ticket(s) click on either of the 2 links.

View Ticket:

The screenshot shows a web application interface for managing tickets. On the left is a dark sidebar with navigation icons for Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. The main content area is titled 'My Tickets' and displays a specific ticket for 'TestIncident' (Ticket ID: #58-90). The ticket details include a description: 'training room reported a minute ago (Mon, 25 Feb 2019 10:26:23 AM). Source: User portal'. The ticket type is 'Incident', the subject is 'Test', and the description is 'Please Give us your best description of the issue or request: Test for User Doc'. It also includes a request to upload an attachment and machine information: 'Machine Info: ITS-2017001DT'. To the right, a 'General info' section shows the status as 'New', the technician as 'Unassigned', and the creation time as 'a minute ago'. Below the ticket details is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, and outdent. A 'Reply' button is located at the bottom right of the editor area.

From this screen you can add information, attached items, and communicate with the technician assigned to resolve your issue/ request.