## **BOSS Work Order System**

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

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

## Home Page:

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6 Home	🟠 Home				
My Tickets					
Q Watched Tickets		My Tickets All your tickets, responses &	Watched Tickets Keep watch on tickets	Service Catalog Make a request for a service	
Service		activities			
Knowledge Base					
v 4.0.250					

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:

👖 Apps 🧯	🔋 BOSS - SupportCen 🚦 Sign in to you	r Micr 📙 Imported From IE 💧 Alachua County Intr 🦂 Alachua County - P.	🥸 National Hurricane 🕞 Contact Us - GatorT	User State Migratio 🔸 PCmover Enterprise	Surface Support for
	© ()				ws2 🛈 🕜
6 Home	My Tickets				0
(My Tickets	Search by title or des	cription Got			
Q Watched Tickets	Number	Title	Technician	Status	Created
	#SR-88	Test Request 21/11/18 - Computer MoveRequest	Gary Kendall	Open	3 months ago
	#SR-87	Test Incident 21/11/18 - Monitor Not WorkingIncident	Gary Kendall	Open	3 months ago
Ē	#SR-86	testRequest	Gary Kendall	Closed	3 months ago
Service	#SR-85	Test - 11/20/2018 Monitor Not WorkingIncident	Unassigned	Open	3 months ago

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

## Service Catalog:

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<u>.</u>	© Ω				Ws2 🔞
6 Home	Service Catalog				
(My Tickets	Search		Got		
Q Watched Tickets	Service Categories				
Service Catalog		<b>(?</b> )			
Knowledge Base	All 2	Service Request/Incident 2			

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

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6 Home	Service Catalog > All	Control Service Catalog > Service Request/ Incident
Mu Turkets	Search	Search
Watched Tickets Service Catalog	Documents	Documents Documents
Knowledge Base v 4.0.250	Service Request / Incident Incident (Busican / Incident) Request (New or Change) Request	Service Request/Incident Incident@Base v 4.0.200

- 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.

Request		
Service Request/ Incide Inder: (Broken / Not Working) Service Ri	nt quest (New or Change)	
i Description		
Incident: Is when software or hardware are not working as they si Service Request: Is when you want new hardware or software, a	hould. change to current hardware or software.	
Please be as specific as you can when entering information into the De	scription Anti Anlaz.	
* Ticket Type	•	
* Subject:		
* Please Give us your best description of the issue or request ?:* <b>B</b> <i>I</i> <u>U</u> <i>B</i> Open Sans * 14 * <u>X</u> * 1		
Please upload attachment here:	Machine Info (175-2017/00107	
Please upload attachment here:	Machine Info ITS-20170010T	

When done, click on " showing your ticket number.

TICKET #SR-90 HAS BEEN CREATED SUCCESSFULLY!
View Ticket View All Tickets

✓ Request ". This will submit the ticket to the ITS Helpdesk and the following screen will display,

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

View Ticket:

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Ch Home	My Tickets	
My Tickets	TestIncident Ticket ID: #58-90	Θ
Watched Tickets Service Catalog	TestIncident         training room reported a minute ago (Mon, 25 Feb 2019 10:26:23 AMI, Source: User portal         Ticket Type: Incident         Subject:: Test         Please fore us your best description of the issue or request:         Test for User Doc         Please upload attachment here::         Machine Info: ITS-2017001DT	i General Info
v 4.0.250	>>         B         I         II         II         II         III         IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	

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