

New IT-Helpdesk System On-site Training

The Information Technology Department (ITD) is planning College-Wide on-site training for our impending IT-Helpdesk system 'ManageEngine' which will replace our existing IT-Helpdesk system 'RT'. The plan is to have all users trained in ManageEngine and have them start using the new IT-Helpdesk system. ITD plans to cut-over from the old RT system to the new ManageEngine system by June 01, 2016. At that point all users would be familiar with the new ManageEngine system while the old RT system would be discontinued. This scheduled training will also serve as training the trainers where the appropriate departments and personnel would be in the position of training the students on the new IT-Helpdesk system usage. ITD plans to add other training programs as necessary; but for now, here is the proposed training schedules:

Time:
11:00am - 12:00pm
1:00pm - 2:00pm

Date - Location:

March 24, 2016 - Crownpoint Center - Room 2

March 28, 2016 - Window Rock Center - Room 2

March 29, 2016 - Tsaile Campus - Library Computer Lab 2nd Floor

March 31, 2016 - Shiprock Campus

- North Campus Large Conference Room 11 am -12 pm
- South Campus ITV Classroom 1 pm -2 pm

April 4, 2016 - Chinle Center - Room 110

April 5, 2016 - Tuba City Center - Faculty Bldg Conference Room

Who Should Attend:

- ♦ **Staff**
- ♦ **Faculty**

More information:

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Topics:

- ⇒ **Create an Incident**
- ⇒ **Adding Attachments to the Request**
- ⇒ **Working with the Request List View**
- ⇒ **Closing Requests**
- ⇒ **Printing Requests**
- ⇒ **Adding Notes**
- ⇒ **Viewing Request History**
- ⇒ **Question and Answer**

Note: 1. start using ManageEngine after training because cutover will happen June 01, 2016 and the old RT ticketing system will no longer be available;

Note: 2. students will be trained by the Centers and personnel after being trained by ITD.