Revisions:

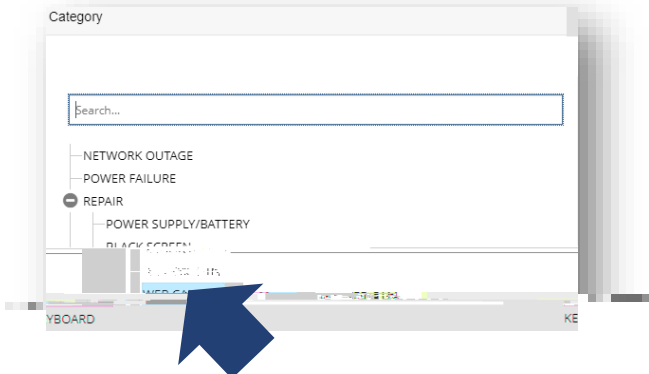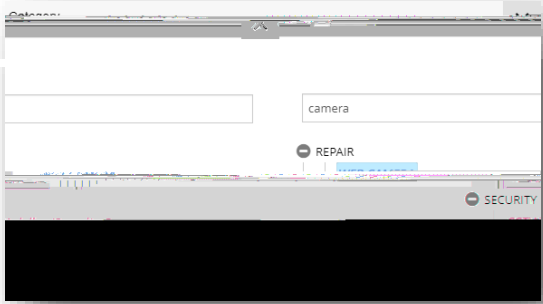| Document Creation	DATE
Leah Mackenzie	April 12, 2023
Patrick Vossen	April 18, 2023
Leah Mackenzie (added mobile details)	April 21, 2023

Contents

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 andin

4. Enter the LOCATION in the building where you/the hardware can be found (room number)	
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	
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	
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. 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 **TIP:** 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 Please use OTHER categories only if you cannot find what you need.	

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.

1. Log a ticket for a Service Request by clicking on the NEW REQUEST icon	

2. A window will open that will allow you to select the type of service you require

You can click on the menu items to see services in the menu

OR you can enter an item to search for and press RETURN

TIP: 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

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 using your school district account and password.