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AGENCY CONTACT MEMORANDUM #2014-1004

To: Agency IT Leadership, Technical Contacts

From: James M. Fowler,
               Chief Information Officer

Date: Oct. 30, 2014

Subject: Service Request Maintenance

This memo is being sent to all agencies giving advance notice of email communications that will soon go out from the COT service request ticketing system.

As the Commonwealth Office of Technology strives for continuous service improvement, we are preparing for the transition to our new ticketing system, the Helpdesk Expert Automation Tool (HEAT). Part of this transition effort requires an in depth review of open service requests to verify the status in our current ticketing system FrontRange.

During this process, you may receive automated emails from ITSMNoReply@ky.gov notifying you that your request has been "resolved" or "completed". Some of these notifications reference tickets that may have been in our system for quite some time. This does not indicate that the work on your request was just completed, but rather a reflection that a final action was taken to close the request.

An email example:

From: <ITSMNoReply@ky.gov>
Date: October 16, 2014 at 4:30:28 PM EDT
To: < customer's email address>

Subject: Incident Resolved: #999999

Incident # 999999 is resolved. If you still have any questions, please do not reply to this e-mail but contact the Commonwealth Service Desk, otherwise this incident will be closed in 3 days.

Resolution:

Ticket Summary:
Receiving errant notifications from FrontRange

We apologize for any confusion this may cause, and your patience and understanding is appreciated.