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## INFORMATION TECHNOLOGY NEWSLETTER

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THE SALVATION ARMY CANADA AND BERMUDA TERRITORY

## Where Have We Been?

What happened to the newsletters? We apologize that the newsletters have taken a bit of hiatus the last six months. The IT Department has been very busy undertaking different projects and tasks. I will outline a few of the major ones below!

You may have noticed that we now are in the process of referring to ourselves as the **Service Desk** instead of the Helpdesk. This is the beginning stages of our rebranding process.

We have switched over to a new ticketing system called **ServiceNow**. This was a huge undertaking for the support staff and a whole new way of doing things.

With the switch to ServiceNow, we have also been working on a **Service Desk Portal** (which will soon be available to all). where you can submit a incident yourself if you require assistance, order computers, check out the ever growing Knowledge Base for help, and review your open incidents, to name just a few features.

**MyArmy** is the new central portal of The Salvation Army in Canada.

**MyArmy.can.salvationarmy.org**  
**MonArmee.armeedulut.ca**

From this portal you will be able to access the Service Desk, UltiPro, Salvationist, the existing saDashboard and other applications will be added over time. Once all accounts are configured you will be able to sign into this portal with your @can.salvationarmy.org or @armeedulut.ca email address. Don't already have such an email address? You will in 2017! Soon all Officers and employees will have one of these email addresses to be used both to sign into **MyArmy** and as a valid email address accessed either by Lotus Notes or Office 365. Questions? Please contact Service\_Desk@can.salvationarmy.org

**Telus Deal renewed and improved!** The existing National Telus deal for Army paid lines has been enhanced - more features for less! Existing subscribers will see the changes over the next two months. Watch your bill for lower monthly rates and renewal credits. Those eligible for hardware upgrades should contact Sky Wireless for details. We believe you will love the new pricing.

**Not yet on Telus? Save your Ministry Unit money by making the switch!** Starting February 1st you should call Sky Wireless to arrange the switch. Benefit from a feature rich, low cost monthly voice and data plan, receive a port-in credit and we believe you'll love the hardware cost. Voice only plan is available too. Also available from Telus: Employee plans for you and your family members.

For details on all things Telus contact:  
Peter Gaylor at peter@skywireless.ca or 416-435-0700.

### This Issue:

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## CONGRATULATIONS

We are pleased to announce that Andrew Carr has accepted the position of Assistant Territorial Director, IT. Most of you will be familiar with Andrew and we believe this is a solid move forward for the Information Technology Department. Please join us in congratulating and welcoming Andrew to this role in the IT Department.

## FUNNY SIDE:

**Caller:** I received this letter telling me to call you.

**Tech Support:** I'd be happy to help. Can you tell me what the letter states?

**Caller:** For twenty-four/seven customer service, call [number].

**Tech Support:** Okay, sir, did you need any assistance with your account?

**Caller:** No, the account is fine. This letter says to call.

**Tech Support:** Yes, the letter indicates that you should call our number if you need customer service. Did you need any help today sir?

**Caller:** No

**Tech Support:** Have a nice day, sir.



## HERE TO HELP:

Please do not forget that THQ-IT is a service and is there to help with any IT issue you may have, large or small.

## News from IT

### Tips, Tricks, and Relevant Information!

We hope to make these newsletters a regular resource, keeping you up to date with all things IT related, offering our support and help with the systems and technology we all use.



# Helpdesk vs. Service Desk

## A Helpdesk focuses on end user needs.

A Helpdesk provided incident management to ensure customer's problems are resolved in a timely fashion. A best practices Helpdesk utilizes software to track the incidents making sure that no trouble gets lost. It manages a database that keeps track of the IT assets enabling access on a real time basis to information about software and configuration of the IT system. The Helpdesk has the ability to create monthly and annual reports on the number of troubles, the time to respond to the trouble, the time to fix the trouble which could all feed into a Service Level Agreement (SLA). Some of the specific tasks a Helpdesk performs include:

- ◆ Computer or Software consultations
- ◆ Change and Configuration Management
- ◆ Problem escalation procedures
- ◆ Problem resolution
- ◆ Single point of contact (SPOC) for IT interruptions
- ◆ Service Level Agreements
- ◆ Tracking capabilities of all incoming problems

A Helpdesk is tactically focused and is most concerned about end user functionality. One way of implementing a Helpdesk is for the organization to meet minimum requirements to get an end user back in service once the incident is reported. However, a best practices Helpdesk utilizes processes and software to minimize the service interruptions both proactively and reactively.

## A Service Desk focuses on corporate strategy.

A Service Desk is a Single Point of Contact between users and IT Service Management. It manages information delivery by utilizing Information IT infrastructure Library (ITIL) v3 best practices to deliver these services both with software and defined processes. The Service Desk is the first contact in an organization for any and all IT questions. Best practices Service Desks are process focused and company strategy focused. The processes outlined in ITIL v3 are broken down into five ITIL Core Service Lifecycles.

- ◆ Service Strategy - Evaluate current services and ensure a plan is in place to, modify and implement new and existing services when required.
- ◆ Service Design - Evaluate and ensure a new service will meet current and future needs. Ensure a new service can be introduced into the live environment.
- ◆ Service Transition - Define a plan that ensures no service outages or gaps during a service transition, thus the effects of the transition on the corporation are minimal.
- ◆ Service Operation - Responsible for the ongoing monitoring of a service that is used to deliver services.
- ◆ Continual Service Improvement - Review and analyze opportunities to improve all IT process and functions.

"Part 3: What are the critical differences between a Service Desk and a Help Desk?", <http://www.arincmanagementservices.com/blog/2011/02/part-3-what-are-the-critical-differences-between-a-service-desk-and-a-help-desk/> (accessed 9/19/16)

## Getting to know our IT Staff!



This month we are getting to know **Rob Salamillas!**

1. What is your favourite food? **Lasagna**
2. What's your favourite indoor/outdoor activity? **Snowboarding**
3. What chore do you absolutely hate doing? **Cleaning the toilets**
4. If you could be any fictional character, who would you choose? **Iron Man**
5. If you could learn anything, what would it be? **Another language such as Spanish**
6. What was the first thing you bought with your own money? **Probably an action figure**
7. What do you miss most about being a kid? **2 months of summer vacation**
8. What's the #1 most played song on your iPod? **Sadly, I don't have a #1 song. I listen to different songs all the time.**
9. What sound do you love? **Waves at a beach**
10. If you were invisible, where would you go? **Anywhere labelled "Top Secret"**

## International Sametime



The Canada and Bermuda Territory, along with all other Salvation Army territories that use Sametime, have migrated to IHQ's International Sametime. This change took place on July 25th, 2016. Many people have already switched but there are still some that have not. With switching to the International Sametime there are some changes that may be required to allow you to connect to the new server.

### IMPORTANT NOTES:

- All of your Sametime contacts (Buddy List) were moved over to the International Sametime server on July 24, 2016. Any changes made to your contacts on the old server will not be transferred to the new server and will need to be re-added.
- Failure to switch may result in the inability to communicate with international contacts via Sametime.
- The Canada & Bermuda Territory Sametime server will remain active until Friday, January 27, 2017 after which time there will be no Sametime functionality.
- The look and functionality of Sametime will not change.
- Password changes can take up to 60 minutes to take effect.

If there are any questions or problems please contact the Service Desk.

### DID YOU KNOW??

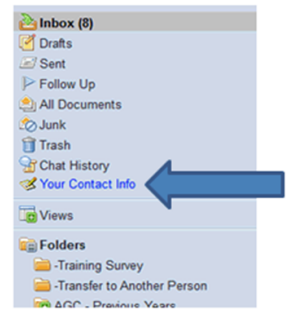
**Your password expiry date for sallynet.ca has been extended to 90 days!**

# Some Things to Remember

Now that you have arrived at your new appointment, I would like to remind you of a few housekeeping things you may want to check with regards to your e-mail.

- **Remember to update your Signature Data**

To do this through the Lotus Notes Client click **Your Contact Info** tool in your inbox.



To do this through iNotes (saDashboard) use the same tool under **Your Account**



- **Remember to check your Access and Delegation**

To do this through Lotus Notes Client click **More**, click **Preferences**, click **Access and Delegation** and make any modifications necessary.

To do this through iNotes (saDashboard), in your mail file click **Preferences**, click **Delegation** and then make any modifications as necessary.

- **Remember to E-mail the Service Desk if you have any data to be transferred**

If you have any messages under the "Transfer to Another Person" folder that you need to have transferred to the person who replaced you at your previous appointment, please e-mail the Service Desk indicating that there is data there and that it is ready to be transferred. We will then make sure a call gets logged and the data will be transferred.



# Windows 10 Product Key

How to find your product key after upgrading to Windows 10! You really don't need to know it since it is embedded in the firmware. Starting with the release of Windows 8, Microsoft has changed from stickers that have the product key that the user has to type in when installing the operating system to new BIOS embedded product keys. The idea is that by eliminating the sticker, you eliminate one of the easier ways for nefarious users to get a legitimate product key. Eliminating the product key sticker also removes any worry that the sticker might get damaged while at the same time eliminating the long and irritating process of typing in various letters and numbers when installing the operating system.

If the user has to reinstall the operating system on a machine that came with Windows 8, the installation process automatically grabs the software product key from the motherboard BIOS with no input from the user. This means that those familiar Windows product key stickers will no longer appear on the Windows 8/10 computers.

## Training Schedule

### Agresso Workflow

Tuesday, January 31, 1:30 PM

### CMS Part I

Tuesday, January 17, 1:30 PM

### CMS Part II

Wednesday, January 18, 1:30 PM

### Lotus Notes Basics

Thursday, January 12, 1:30 PM

### Lotus Notes Calendar & Meeting

Wednesday, January 25, 1:30 PM

### Lotus Notes Mail File Management

Wednesday, January 18, 1:30 PM

### Microsoft Excel Intermediate

Wednesday, February 8, 1:30 PM

### Microsoft Word Intermediate

Wednesday, February 22, 1:30 PM

### SAMIS Managing Statistics

Wednesday, January 25, 1:30 PM

### SAMIS Rolls Management, Reports, & Charts

Thursday, January 26, 1:30 PM

### TEM General Claim

Wednesday, February 1, 1:30 PM

**\*\*All times listed are EDT/EST (Toronto Time)**

# Your Incident Has Been Resolved

When you receive a email indicating that your incident has been resolved, it is important to note that if the issue **HAS NOT** been resolved you need to click the link to re-open the incident. If you reply to the email it **WILL NOT** re-open the incident it will just paste your response into the incident and it will remain closed. Example of the email that you will receive:



Information Technology  
Territorial Headquarters  
Phone: (416) 422-6300  
Fax: (416) 422-6160  
Service\_Desk@can.salvationarmy.org

### Help Us Help You:

If you need to call the Service Desk and leave a message, please let us know your first name, last name, telephone number and/or e-mail address, the ministry unit you are calling from, and the nature of the problem so that we can prioritize and distribute the call efficiently. When leaving a message speak slowly and spell your name twice.

### THQ-IT Newsletter:

Do you have anything you want to hear about in this newsletter? If you have any comments or suggestions, please call or e-mail the IT Department.

