LANDesk How to Submit an Incident

What is the Service Desk?

The LANDesk Service Desk, also known as LDSD, is the primary web application for submitting incident for a variety of LCPS services. Many different schools and departments rely heavily upon the Service Desk system for requesting, responding, and resolving incidents for their area of responsibilities.

Accessing LDSD

There are many ways to access LANDesk Service Desk. It can be accessed from **LCPS GO**, in the staff section of **LCPS.org**, or in the "Need Help" section of the **Intranet**.

Once at the login screen, all LCPS staff will use their LEAD accounts to login to LDSD.

Navigating LDSD

Search the Knowledge Base

Before creating an incident, you may find it helpful to search the Knowledge Base for articles on commonly known issues or frequently asked questions. For example, using the search bar, we can search for articles relating to Power Test, with the first result providing guidance on using the application on an iPad.

If you are unable to find any pre-existing Knowledge Base articles, your next step will be to create an incident.

Creating an Incident

Creating an incident is simple and can be completed in a few steps. First, you will need to locate the "Help Me…" section and click on "Report an Incident."
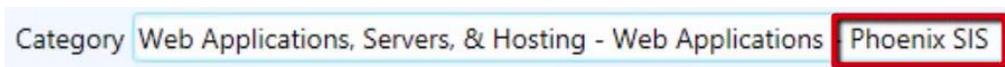

Filling out the Incident

Once the incident window opens, all the mandatory pink fields and will need to be filled out before saving the incident. White fields are optional fields, but we highly recommend filling out each of these fields as it can assist in quicker response and resolution times.

In case the issue or problem is located somewhere other your primary home location, you can use the Override location to change the building.

Selecting Categories

Navigating and expanding the categories tree is as simple as clicking on the triangle next to the individual category. Many of the categories will have several levels, expanding down to three or four levels deep. The triangle will no longer be available when you have reached the final level, an example is the third level Phoenix SIS category will auto route to the Phoenix SIS group.

Saving the incident

After filling out all the fields, clicking save at the top of the incident window will submit the incident and promptly provide an incident number for your future reference. You will also receive an email with the details of your incident.

Questions

If you have any questions or concerns, please contact the DDI Service Desk at 571-252-2112.