

Our New ATS System

You Can Do Magic



ATS System Transition

- History of ATS
 - Purpose
 - Successes
 - Lessons Learned
- Transition to New System
 - Why Transition
 - Capabilities
 - Benefits

Magic Show

- Ticket Entry
 - How to access
 - Mandatory Fields
 - Blocked Fields
 - How to submit/add comments
- Ticket Processing
 - What Team AgLearn does
 - Additional Field Entries
 - Management and Resolution

Magic Policy

- Short Term Configuration
 - Agency Leads and Two Designates Only
- Long Term Configuration
 - All Administrators
 - Managed Escalation Through Leads
 - Team AgLearn becomes Tier 3 - 4
- Mandatory Use
- Next Steps
 - User Guides/Job Aids

Login

Login to Self Service - Microsoft Internet Explorer provided by Vertex Solutions, Inc.

https://merlin.sc.egov.usda.gov/helpdesk/PreLogin.asp?langsettings=1

File Edit View Favorites Tools Help

SnagIt

Live Search

Login to Self Service

BMC SERVICE DESK EXPRESS

Sign Into USDA/ITS Merlin Self Service

Login/Client ID:

Password:

NEW USERS (Service Center Agencies ONLY):
Contact Your ITS Representative
They will create a Ticket and send a Work Order to the Magic Merlin Administration Team

Getting Started with Self Service

1. Contact the ITS Service Desk at 800-457-3642 if you experience problems or select "Forgot Password Icon"
2. Create a favorite web page using your browser and the URL <https://merlin.sc.egov.usda.gov/helpdesk/>
3. Change your password immediately after login by clicking Support/Contact Information.
4. Submit and monitor your own Tickets!

NOT FOR USE BY USDA EAUTH CUSTOMERS

Your Password will be emailed to You

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Internet 100%

User Home Page

BMC SERVICE DESK EXPRESS 

[Log O](#)

- ⊞ Support Management
- ⊞ Support

 **Search**

Sorted By: Ticket #

State: Open Closed Both Client Dept. Company **Go To Page:**

Double-click on a Column Title to sort. Page 0 of 0 (0 records)

Ticket #	Open Date & Time	Status	User LName	Group Assigned To	Subject

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User Menu Options

BMC SERVICE DESK EXPRESS 

[Log O](#)

Support Management
Submit an Aglearn Ticket
Contact Information
Show All My Tickets

Support
Logoff

 **Search**

Sorted By: Ticket #

State: Open Closed Both Client Dept. Company **Go To Page:**

Double-click on a Column Title to sort. Page 0 of 0 (0 records)

Ticket #	Open Date & Time	Status	User LName	Group Assigned To	Subject

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User Contact Info

BMC SERVICE DESK EXPRESS 

[Log O](#)

☐ **Support Management**
Submit an Aglearn Ticket
[Contact Information](#)
Show All My Tickets

☐ **Support**
Logoff

Client ID	<input type="text" value="SS198881"/>	Phone	<input type="text" value="(202)694-5985"/>	Ext.	<input type="text"/>
First Name	<input type="text" value="Stephen"/>	Fax	<input type="text" value="() - -"/>		
Last Name	<input type="text" value="Sorensen"/>	Pager	<input type="text" value="() - -"/>		
Password	<input type="password" value="....."/>	E-Mail	<input type="text" value="SMTP:{stephen.sorensen"/>		
Address	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	Zip	<input type="text" value="-"/>
Building	<input type="text"/>	Mail Drop	<input type="text"/>	Room	<input type="text"/>

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Create A Ticket

BMC SERVICE DESK EXPRESS
Log Off

- Support Management
 - [Submit an Aglearn Ticket](#)
 - Contact Information
 - Show All My Tickets
- Support
 - Logoff

Reset Form
USDA AgLearn Self Service Ticket Request

Client ID	SS198881	First Name	Stephen	Last Name	Sorensen	Phone #	(202)694-5985
Alternate Contact (Full Name) <input style="width: 90%;" type="text"/>							
Alternate Email		<input style="width: 60%;" type="text"/>		Alternate Phone		<input style="width: 20%;" type="text"/> () - <input style="width: 20%;" type="text"/>	
** REQUIRED ITEMS in "RED (If Not Pre-populated) **							
Office ID	107849	Office Name	Information Technology Services Office - OCIO				
Site ID	6900	Site Name	HEADQUARTERS FACILITY				
City	WASHINGTON	State	DC	Zip	20250-0002		
Associated Agency	<input style="width: 90%;" type="text"/> <small>(Please Select the Agency you work for or are associated with)</small>						

REQUEST INFORMATION

Subject ID	<input style="width: 90%;" type="text"/>	Subject Description	<input style="width: 90%;" type="text"/>
Subject Information (If Present)		<input style="width: 90%;" type="text"/>	

Details:
 User
 System
 All
 Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Note	From Group:	To Group:	LastUser	LastModifie

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Agency Selection

SS Agency List -- Webpage Dialog

Previous Next Go To Page: 1

Sorted By: Agency List Search

Double-click on a Column Title to sort. Page 1 of 4 (34 records)

Agency List
AMS (Agricultural Marketing Service)
APHIS (Animal, Plant, Health Inspect)
ARS (Agricultural Research Service)
CSREES (Coop St Research, Education and Extensio)
DA (Department Administration)
E-GOV (OCIO E-GOV Group)
ERS (Economic Research Service)
FAS (Foreign Agricultural Service)
FNS (Food and Nutrition Service)
FSA (Farm Service Agency)

https://merlin.sc.egov.usda.gov/helpdesk/Popup.asp Internet

Finding Your Agency

The screenshot shows a web browser window with the following elements:

- Title Bar:** SS Agency List -- Webpage Dialog
- Navigation:** Previous, Next, Go To Page: 1
- Search Bar:** Sorted By: Agency List, OCIO, Search
- Page Info:** Double-click on a Column Title to sort. Page 1 of 1 (1 records)
- Table:**

Agency List
OCIO (Office of Chief Information Officer)
- Address Bar:** https://merlin.sc.egov.usda.gov/helpdesk/Popup.asp
- Status Bar:** Internet, Lock icon

Ticket With Agency Info

BMC SERVICE DESK EXPRESS  Log Off

Support Management

- [Submit an Aglearn Ticket](#)
- Contact Information
- Show All My Tickets

Support

- Logoff

Reset Form
USDA AgLearn Self Service Ticket Request

Client ID	SS198881	First Name	Stephen	Last Name	Sorensen	Phone #	(202)694-5985
Alternate Contact (Full Name) <input style="width: 90%;" type="text"/>							
Alternate Email		<input style="width: 50%;" type="text"/>		Alternate Phone		<input style="width: 20%;" type="text"/> () - <input style="width: 10%;" type="text"/>	
** REQUIRED ITEMS in "RED (If Not Pre-populated)" **							
Office ID	107849	Office Name	Information Technology Services Office - OCIO				
Site ID	6900	Site Name	HEADQUARTERS FACILITY				
City	WASHINGTON	State	DC	Zip	20250-0002		
Associated Agency	OCIO (Office of Chief Information Officer)		<small>(Please Select the Agency you work for or are associated with)</small>				

REQUEST INFORMATION

Subject ID Subject Description

Subject Information
(If Present)

Details: User System All Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Note	From Group:	To Group:	LastUser	LastModifie

General

Ticket #

Opened

Assigned To

Group Assign

Status

Closed

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Ticket Category IDs

Previous

Next

Go To Page:

Sorted By: Category ID

Search

Double-click on a Column Title to sort.

Page 1 of 2 (17 records)

Category ID	Description	Category Type Description	Parent Category Description	Children
SR_USDA_AGL	AgLearn (Not eAuthentication Issues)	Request for Service/Request for Information		6
SR_USDA_AGL_AC	AgLearn - Agency Configuration	Request for Service/Request for Information	AgLearn (Not eAuthentication Issues)	3
SR_USDA_AGL_AI	AgLearn - Account Issues	Request for Service/Request for Information	AgLearn (Not eAuthentication Issues)	3
SR_USDA_AGL_AI_ADM	AgLearn - Administration Account	Request for Service/Request for Information	AgLearn - Account Issues	3
SR_USDA_AGL_AI_ADM_WF	AgLearn - Workflows	Request for Service/Request for Information	AgLearn - Administration Account	0
SR_USDA_AGL_AI_US	AgLearn - User Account	Request for Service/Request for Information	AgLearn - Account Issues	1
SR_USDA_AGL_AS	AgLearn - Admin Support	Request for Service/Request for Information	AgLearn (Not eAuthentication Issues)	3
SR_USDA_AGL_AS_RT	AgLearn - Recording Training	Request for Service/Request for Information	AgLearn - Admin Support	2
SR_USDA_AGL_CT	AgLearn - Content Courseware	Request for Service/Request for Information	AgLearn (Not eAuthentication Issues)	2
SR_USDA_AGL_CT_I	AgLearn - Issues	Request for Service/Request for Information	AgLearn - Content Courseware	3

Ticket Information

BMC SERVICE DESK EXPRESS 

[Log Off](#)

Support Management

- [Submit an Aglearn Ticket](#)
- Contact Information
- Show All My Tickets

Support

- Logoff

Client ID First Name Last Name Phone #

Alternate Contact (Full Name)

Alternate Email Alternate Phone

**** REQUIRED ITEMS in "RED" (If Not Pre-populated) ****

Office ID Office Name

Site ID Site Name

City State Zip

Associated Agency (Please Select the Agency you work for or are associated with)

REQUEST INFORMATION

Subject ID Subject Description

Subject Information (If Present)

User
 System
 All

Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Note	From Group:	To Group:	LastUser	LastModifie

General

Ticket #

Opened

Assigned To

Group Assign

Status

Closed

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Enter Your Request

BMC SERVICE DESK EXPRESS  Log Off

- Support Management
 - [Submit an Aglearn Ticket](#)
 - Contact Information
 - Show All My Tickets
- Support
 - Logout

*NOTE: Please provide the following information, if applicable to your request:
Workstation Name, IP Address and Serial #, etc.*

Request <u>D</u> escription or Note	Submit	<u>R</u> esolution
Example 1: For Strategic Workshop, June 2008	Submit	

Details: User System All Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Note	From Group:	To Group:	LastUser	LastModifie

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General Ticket Info

BMC SERVICE DESK EXPRESS ■ ▶ || Log Off

Support Management

- [Submit an Aglearn Ticket](#)
- Contact Information
- Show All My Tickets

Support

- Logoff

USDA AgLearn Self Service Ticket Request Print

Name Last Name Phone #

Alternate Phone

REQUIRED ITEMS in "RED (If Not Pre-populated) **

Office Name

Site Name

State Zip

Office of Chief Information Officer (Please Select the Agency you work for or are associated with)

General Ticket Information

Ticket #

Opened

Assigned To

Group Assigned

Status

Closed

REQUEST INFORMATION

Subject Description

Subject Information

(If Present)

Details: User System All : 00:00:00 Page 1 of 1 (2 records) << >>

Date	Staff	Details ID	Note	Group:	to group:	Lastuser	Lastmodified
06/23/08 8:09:55 AM	SSUSER	HD_OPEN	 	ADMIN	 	SSUSER	06/23/08 8:09:56 AM
06/23/08 8:09:57 AM	SSUSER	SSHD_OPE	 	ADMIN	 	SSUSER	06/23/08 8:09:56 AM

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Confirmation Email

From: magic@stl.usda.gov

Sent: Mon 6/23/2008 8:15 AM

To: Sorensen, Stephen

Cc:

Subject: ITS Self Service Ticket # 900872 Creation/Update Notification, Subject: AgLearn - Feedback/Communications/General Inquires

ITS Self Service Ticket FYI Submission Notification

You have submitted a Self Service Ticket to the ITS Service Desk, the following is the information contained in you request. After this has been submitted, it will be assigned to an ITS Service Desk Group. This Group will either resolve your request or create a Work Order from the request and forward it to the appropriate Tier-2 Group.

You can view your Ticket periodically to see which Group and Agent that it is assigned to. If you have already submitted this Request, but added additional information, the Agent or Group assigned will receive a Notification of your update.

CONTACT NAME: Stephen Sorensen

SITE NAME: HEADQUARTERS FACILITY

SUBJECT: AgLearn - Feedback/Communications/General Inquires

REQUEST DESCRIPTION:

Example 1: For Strategic Workshop, June 2008

RESOLUTION DESCRIPTION:

Thank You,
Margic Merlin
Administration Team

(Ref: ITS-CSB-SDE9-V3 - SSHD - TKT - CONTACT NOTIFICATION)

Open Tickets (post re-login)

BMC SERVICE DESK EXPRESS  [Log Off](#)

- Support Management
 - [Submit an Aglearn Ticket](#)
 - [Contact Information](#)
 - [Show All My Tickets](#)
- Support
 - [Logoff](#)

Search

Sorted By: Ticket #

State: Open Closed Both Client Dept. Company Go To Page:

Double-click on a Column Title to sort. Page 1 of 1 (1 records)

Ticket #	Open Date & Time	Status	User LName	Group Assigned To	Subject
900872	06/23/08 8:09:55 AM	OPEN - Pending Resolution	Sorensen	USDA-AGLEARN	AgLearn - Feedback/Communic Inquires

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Delegating Ticket

AGLEARN SUBMITTER INFORMATION

Add New/Update Customer

Last Name Phone x Agency

Email Address

Alternate Contact Alt Phone x

Alternate Email

GENERAL INFORMATION

Ticket #

Open

Close By

Assigned To

Group

Email Address

Request Type

Request Rec'd

Importance

Impact

Priority

SITE INFORMATION

Site ID Office ID Office

Address County FIPS

City State Zip Site Phone x

Ticket Actions/Notes

USDA AgLearn Work Orders Attachments

Total Duration:00:06:52

Date	Support Staff	Note	Action ID	Description	Duration	From Group:	To Group:
6/23/2008 8:33:47 AM	RSABO		HD_FRWD_GROUP	Forwarded To Group USDA-AGLEARN	00:00:03	ITS-IOD-CSB-MERLIN	USDA-AGLEARN
6/23/2008 8:27:29 AM	DWHAVELKA		HD_FRWD_GROUP	Forwarded To Group LO-DC-MD-VA	00:00:45	ITS-IOD-CSB-MERLIN	LO-DC-MD-VA
6/23/2008 8:09:58 AM	SSUSER		SSHD_OPEN	Opened Call from Self Service Help Desk	00:00:00	ADMIN	
6/23/2008 8:09:57 AM	SSUSER		HD_TAKEN	Call Taken By SSUSER	00:00:00	ADMIN	
6/23/2008 8:09:56 AM	SSUSER		HD_OPEN	Opened Call	00:06:04	ADMIN	

Ticket Response To Submitter

AGLEARN ISSUE INFORMATION

Status: Pending Client Response

Agency Being Served: OCIO (Office of Chief Information O)

Request Classification: Request For Service

Subject ID: SR_USDA_AGL_FB

Subject Desc: AgLearn - Feedback/Communications/General Inquire

Email Other Email Other Address: *NOTE: Only 1 Email Address Allowed*

Ticket Actions (Display/Hide)

Desired Deadline Date: 6/25/2008 8:43:29 AM

Estimated Completion Date: 6/24/2008 8:43:25 AM

Estimated Hours of Effort: 1

Actual Hours of effort: .5

ISSUE DETAILED DESCRIPTION

Example 1: For Strategic Workshop, June 2008

RESOLUTION

Please provide a screenshot

SYSTEM INFORMATION

PC Platform:

Operating System:

URL Reference:

Java Version:

Status Change

BMC SERVICE DESK EXPRESS 

[Log Off](#)

Support Management
Submit an Aglearn Ticket
Contact Information
Show All My Tickets

Support
Logoff

 **Search**

Sorted By: Ticket #

State: Open Closed Both Client Dept. Company Go To Page:

Double-click on a Column Title to sort. Page 1 of 1 (1 records)

Ticket #	Open Date & Time	Status	User LName	Group Assigned To	Subject
900872	06/23/08 8:09:55 AM	Pending Client Response	Sorensen	USDA-AGLEARN	AgLearn - Feedback/Communic Inquires

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Action Request Reply

BMC SERVICE DESK EXPRESS  Log Off

Support Management
Submit an Aglearn Ticket
Contact Information
Show All My Tickets

Support
Logoff

Search

Sorted By: Ticket #

State: Open Closed Both Client Dept. Company **Go To Page:**

Double-click on a Column Title to sort. Page 1 of 1 (1 records)

Request Description	Close Date & Time	Request Resolution
Example 1: For Strategic Workshop, June 2008		Please provide a screenshot attachment

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Sending An Attachment

BMC SERVICE DESK EXPRESS ■ ▶ || Log Off

- Support Management
 - Submit an Aglearn Ticket
 - Contact Information
 - Show All My Tickets
- Support
 - Logoff

Reset Form ** REQUIRED ITEMS in "RED" ** Print

Client ID First Name Last Name

Phone # Alternate Phone

Office ID Office Name

Site ID Site Name

City State Zip

PLEASE SELECT "ONE" OF THE LOCATION BOXES BELOW

USDA Service Center Request (includes State Offices)

USDA Large Office Request (designated "Large Office Sites")

Other Location then listed above

REQUEST INFORMATION

Ticket # Assigned To

Details: User System All : 00:00:00 Page 1 of 1 (2 records) << >>

Date	Support Staff	Details ID	Note	From Group:	To Group:	LastUser	LastModified
06/23/08 8:09:55 AM	SSUSER	HD_OPEN	 	ADMIN	 	SSUSER	06/23/08 8:09:55 AM
06/23/08	SSUSER	SSHD_OPEN	 	ADMIN	 	SSUSER	06/23/08

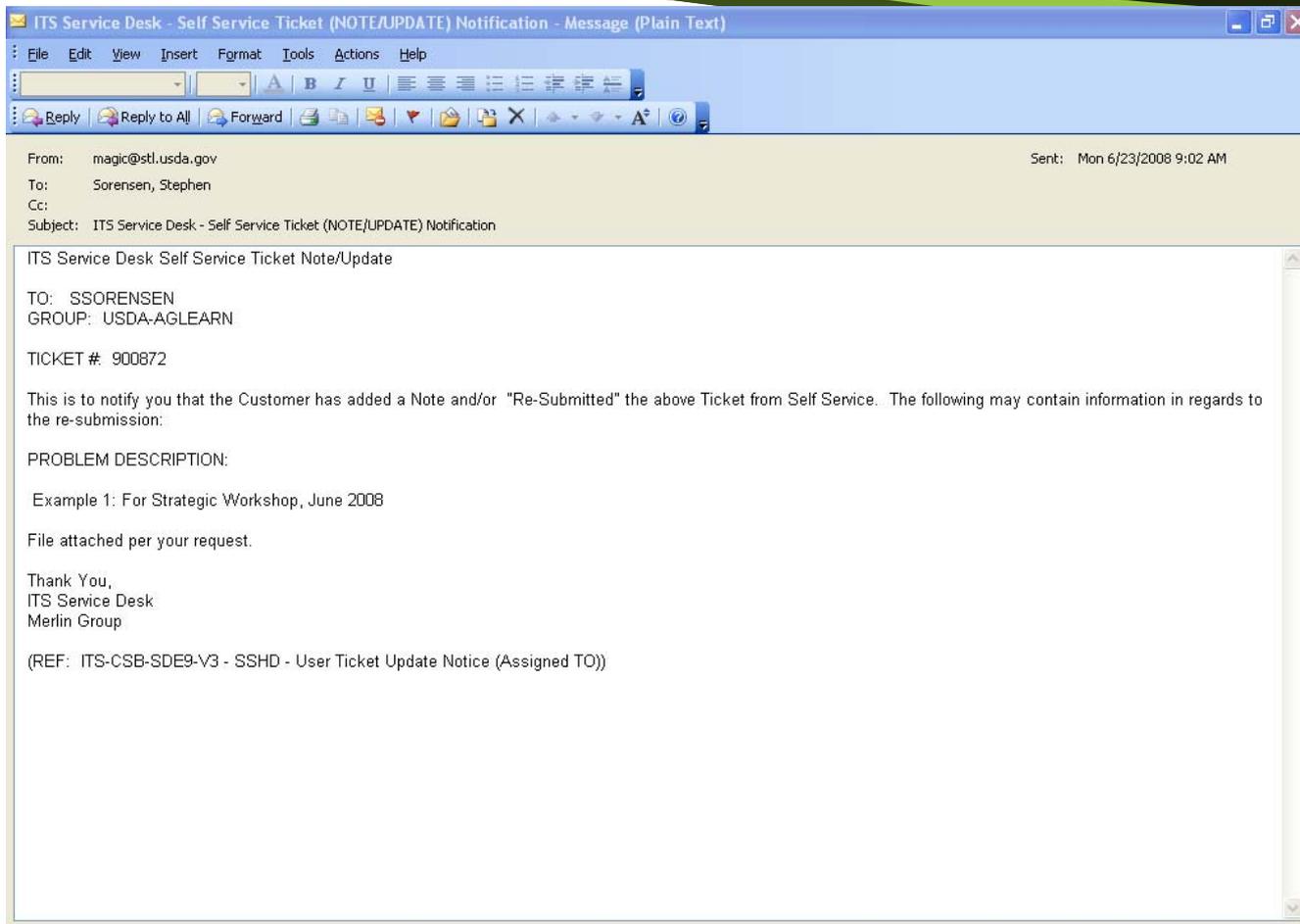
Attached File

Client ID	SS198881	Phone	(202)694-5985	Ext.	
Name	Stephen	Sorensen			
Incident	900872	Opened	06/23/08 8:09:55 AM		
Category	SR_USDA_AGL_F	Due Date	06/24/08 8:43:24 AM		
Note					
Description	Example 1: For Strategic Workshop, June 2008 File attached per your request. This ticket will be marked resolved and processed for closing. If you wish to re-open it, you may do so by clicking the link in your email.		Resolution Please provide a screenshot attachment		

Attach File

File Name	File Size(bytes)
MagicUser11_strForm.pd	23523

Email Notice To Admin



Ticket Log For Admin

Site ID 6900 **Office ID** 107849 **Office** Information Technology Services Office - OC **Request Rec'd** 6/23/2008 8:39:20
Address 1400 INDEPENDENCE AVE SW **County** DISTRICT OF **FIPS** 11001 **Importance** AGL-MODERATE
City WASHINGTON **State** DC **Zip** 20250-0002 **Site Phone** () - x **Impact** AGL-MAJOR PROJECT
Priority

AGLEARN ISSUE INFORMATION **Status** Pending Client Response
Agency Being Served OCIO (Office of Chief Information O) **Request Classification** Request For Service
Subject ID SR_USDA_AGL_FB **Details**
Subject Desc AgLearn - Feedback/Communications/General Inquiries

Email Other **Email Other Address** *NOTE: Only 1 Email Address Allowed*

Ticket Actions (Display/Hide) **Desired Deadline Date** 6/25/2008 8:43:28 AM
Estimated Completion Date 6/24/2008 8:43:24 AM

SYSTEM INFORMATION
PC Platform
Operating System

Ticket Actions/Notes USDA AgLearn Work Orders Attachments **Total Duration:** 00:06:52

User **System** **All** **Viewing 1 of 2 (9 records)**

Date	Support Staff	Note	Action ID	Description	Duration	From Group:	To G
6/23/2008 8:59:42 AM	SSUSER	PLEASE NOTE: An Attachment File has been added and associated to this Ticket, please select the Attachment Tab to view the File.	*SD-EXT-NOTES		00:00:00	ADMIN	
6/23/2008 8:48:01 AM	SSORENSEN		URGENCY_CHANGE	Urgency has been changed	00:00:00	USDA-AGLEARN	
6/23/2008	SSORENSEN		HD_FWD_STAFF	Forwarded To Staff SSORENSEN	00:00:00	USDA-	

Closed Ticket Email

From: magic@stl.usda.gov

Sent: Mon 6/23/2008 9:04 AM

To: Sorensen, Stephen

Cc:

Subject: ITS Service Desk Ticket # 900872 CLOSED Notification, Subject: AgLearn - Feedback/Communications/General Inquires

ITS SERVICE DESK TICKET CLOSURE NOTIFICATION

Hello Stephen,

This is to notify you that Service Desk Ticket #900872 has been Closed by: Stephen Sorensen.

If the Resolution Information below has not solved the problem or is incorrect, please respond via email TO: SMTP:{stephen.sorensen@usda.gov} stephen.sorensen@usda.gov.

Please provide any discrepancy information you may have.

If this ticket was for service you received from the ITS, Technical Support Division (TSD) and you would like to provide feedback regarding the service, please click the link below to answer a brief, anonymous survey.

SURVEY LINK: <https://its.sc.egov.usda.gov/tsd/agencysurvey/Lists/ITS%20TSD%20Customer%20Followup%20Questionnaire/overview.aspx>

TICKET #: 900872

OPENED DATE: 6/23/2008 7:10:01 AM

CLOSED DATE: 6/23/2008 8:04:16 AM

CALLER: Stephen Sorensen

PHONE: (202)694-5985

EMAIL: SMTP:{stephen.sorensen@usda.gov}stephen.sorensen@usda.gov

CONTACT: Stephen Sorensen

PHONE: (202)694-5985

EMAIL: SMTP:{stephen.sorensen@usda.gov}stephen.sorensen@usda.gov

SITE ID: 6900

SITE NAME: HEADQUARTERS FACILITY

SITE Address: 1400 INDEPENDENCE AVE SW

SITE City: WASHINGTON

