

MHS SERVICE HELPDESK – FREQUENTLY ASKED QUESTIONS



Important Dates

Q: When will MHS Service Helpdesk be deployed?

A: Go live is scheduled for May 28.

Q: When will Remedy sunset?

A: As of May 28, all new tickets will be created in the MHS Service Helpdesk. Tickets will continue to be closed in Remedy through June 25.

Transition/Legacy Data

Q: How will we know which templates are being already transferred from Remedy to MHS Service Helpdesk and will be available for the go-live date?

A: At go live, if an Incident Template, a template used for “break/fix” issues is not moved over, you can create a new template in a few seconds from another completed MHS Service Helpdesk Incident. If a template is a Service Request (e.g., Account Management, Training, Hardware/Software Requests, etc.), it will not be moved over. The majority of the Site Specific templates are Service Requests and will not be moved over. Requests will be managed via Request Management in the Service Catalog. Training on how to create an Incident Template and Request Management are available under Training on milSuite.

Q: To whom do we send knowledge base updates, before the go-live?

A: The procedure for submitting Knowledge Base (KB) articles will not change until 28 May. Please continue to submit changes to articles using a Word document with Track Changes turned on. After editing the Word document, attach it to a Remedy Incident. Assign the Incident to the “Knowledge Base Submissions” Assigned Group. Knowledge Managers are updating KB articles in RoboHelp, our current process, and MHS Service Helpdesk.

Q: For key personnel within Army Medicine to include the regions and large MTFs, how do we get access to MHS Service Helpdesk prior to the go-live date to become more familiar with system in order to be better prepared to support our customers?

A: Access prior to go-live will only be available to a few selected sites. If you would like access “sandbox” to try things out in, the Paris version of MHS Service Helpdesk on the developer portal, <https://developer.servicenow.com/dev.do> is available for download.

Q: What will happen to those “Stale Remedy Users” that are no longer a part of our command?

A: Sites have been asked to submit incidents in Remedy to “DHA Remedy Support” to have old Assigned Groups and individuals removed. If you have not accomplished this, please review the list of your users and submit a ticket in Remedy to remove stale users or groups.

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Q: Will the MHS Service Helpdesk migrate existing Reports and Templates or will we need to create new ones? If we need to create new ones, we may need access before May 28 is that possible?

A: It is not necessary to migrate Remedy Incident reports. In the MHS Service Helpdesk, we are reporting on Incidents, Cases and Requests. These new record types have different fields and different field values. Reference Phase 1 training presentation available on the milBook page, Dashboards and Reporting. The MHS Service Helpdesk has 400 out of the box reports that can be modified to most requirements. Templates and Reports can be created in only a few seconds.

Q: Are only open Remedy tickets getting transferred to MHS Service Helpdesk?

A: MHS Service Helpdesk Initial Operating Capability (IOC) is May 28. In preparation for the MHS Service Helpdesk transition, the MHS Service Helpdesk team will be importing open tickets that are less than 30 days old. Any open tickets that are past 30 days will need to be entered into MHS Service Helpdesk by the ticket owner. Remedy will become read-only on May 28 and remain accessible until June 25.

Q: Are old Resolved Remedy tickets getting archived somewhere for review and historical value?

A: Yes, the vendor will be maintaining a data archive.

Q: How will tickets that are transferred from Remedy going to be tracked?

A: The MHS Service Helpdesk team is working a resolution and notification so users will receive a notification when a ticket has moved for continued tracking in the new system.

Q: Will the cases in Remedy automatically transfer over to MHS Service Helpdesk?

A: No, The MHS Service Helpdesk team is asking the sites to clean out all old inactive tickets, templates and users. We are asking all sites to continue to work towards closing all inactive aged tickets NLT June 25.

Q: When GSC operator picks up phone call from Walter Reed he/she goes into that Knowledge Base and finds related articles on how to assist. Will older KB's be transferred over? Do they expect us to provide updated versions before transition?

A: Our Knowledge Management team will move the current Knowledge Base articles over from the GSC Home Page to MHS Service Helpdesk. If you want to make changes to articles after go live, you can update the article in MHS Service Helpdesk.

Q: How/when existing Remedy support groups should be or could be modified. Do they wait until we are migrated to MHS Service Helpdesk or try to make the change now?

A: Team will be placing a freeze on foundation data changes two weeks prior to go-live. If it's a simple add/remove or name change we will still take the request. If it is any more complicated than that i.e. a complete restructure and consisting of changes to more than 3 groups, it needs to wait until we move to MHS Service Helpdesk.

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Application Use/Access

Q: I would like to be able to have access to MHS Service Helpdesk to familiarize myself with the platform and to also create necessary templates before the go live date. Is this something that is doable?

A: At this time, we do not have enough licenses for the test environment to allow for multiple users to practice. However, we are looking at expanding the licenses, when the ATO-C is granted.

Q: I would like to be able to have access to MHS Service Helpdesk to familiarize myself with the platform and to also create necessary templates before the go live date. Is this something that is doable?

A: At this time, we do not have enough licenses for the test environment to allow for multiple users to practice. However, we are looking at expanding the licenses, when the ATO-C is granted.

Q: Can the MHS Service Helpdesk please verify if the go-live date on May 28, replacing the current Remedy tool, is for all MTFs or will this be the go-live for those MTFs that have fully migrated to MEDCOI (mJAD domain)?

A: Yes, the go-live date for all users/sites is May 28. The transition to MEDCOI should not affect the go live in the FedRamp environment.

Q: Will those that have access to Remedy be automatically have access to MHS Service Helpdesk? If not, what will be the process to gain access?

A: Yes, if users currently have a Remedy account their access will be transferred over.

Training

Q: When will my site be trained?

A: Training is taking place through December. If you have not yet been contacted for training, feel free to reach out to your training POC for scheduling. The trainers, by region are as follows:

Leanne Currier (CONUS Northeast, DHHQ, & DHA Personnel (non-MTF staff) leanne.a.currier.civ@mail.mil)

Doug Young (CONUS Northwest, CONUS Southeast, UK, Italy, Spain) douglas.w.young27.ctr@mail.mil)

Tyrone Wells (CONUS Southwest, Army Germany) tyrone.wells6.ctr@mail.mil)

Gerard “Chase” Chaisson (CONUS Northern Midwest, Japan, Peru, Guam) gerard.j.chaisson.ctr@mail.mil)

SSgt Alicia David (CONUS Southern Midwest, Hawaii, Germany AF, Korea) alicia.e.david.mil@mail.mil)

Q: The MHS Service Helpdesk team was provided the following link for training <https://nowlearning.service-now.com/>. Which ones should the IT Support Personnel view in order to understand how to use the system?

A: Follow the instructions below:

- FREE Supplemental MHS Service Helpdesk Training @ <https://nowlearning.service-now.com/>
- Navigate to the Now Learning URL above.

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- Click Register.
- Fill in the required fields. (Note: This is not CAC enabled, you will need to create a ID/Password)
- Click Learn. (Note: You may need to log back in, to see Learn.)
- To add the “Incident Management on the Now Platform Path” to your Learning Plan, under Select level, click Beginner.
- Under Select content type, click Learning Path. (Note: This is 3.5 hours.)
- Or, use the following link to register for MHS Service Helpdesk Fundamentals Path <https://www.servicenow.com/services/training-and-certification/foundations-elearning.html>
- Recommended Training Courses from the MHS Service Helpdesk Fundamentals Path are courses 1 - 11 (Note: Course times range from 10 min to an hour).