



Leveraging Kinetic

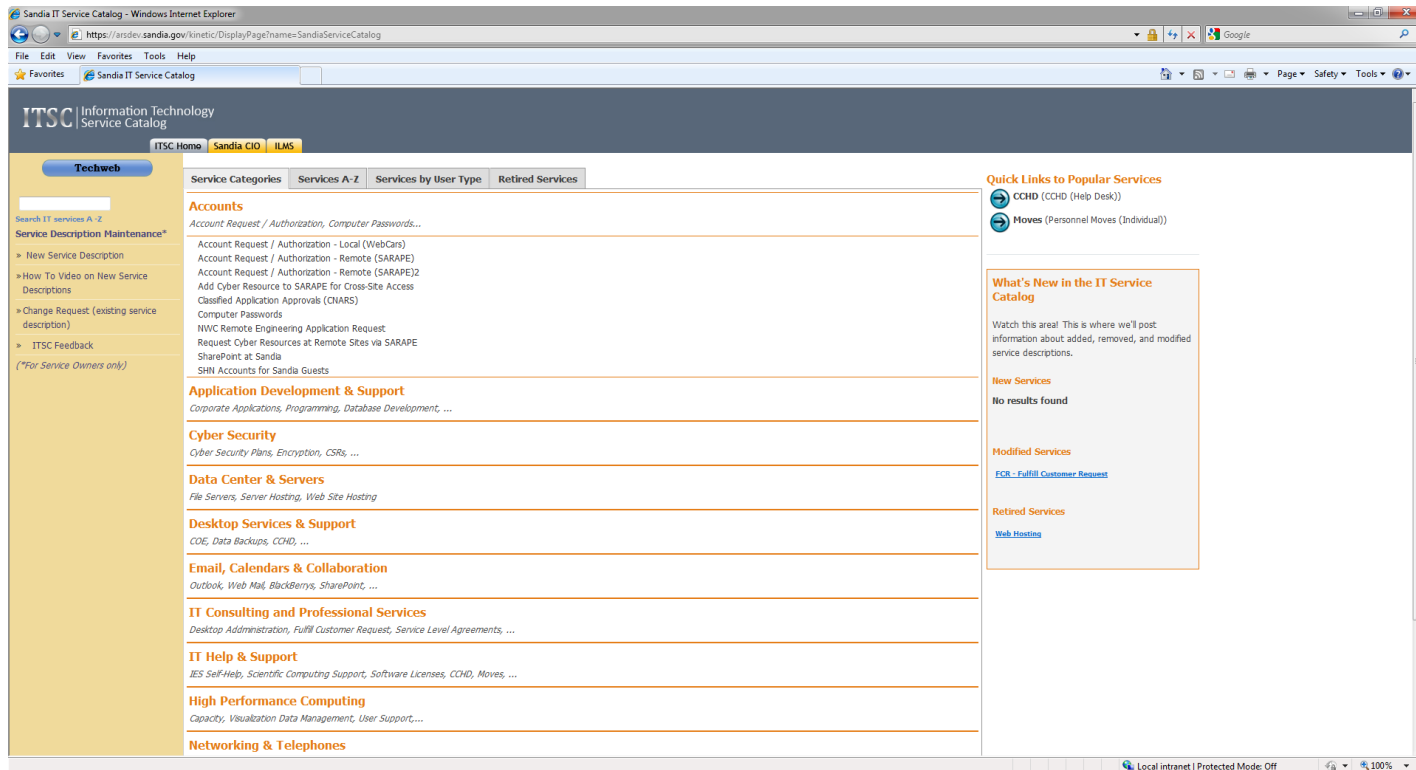
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Sandia National
Laboratories

Sandia National Laboratories is a multi-program laboratory managed and operated by Sandia Corporation, a wholly owned subsidiary of Lockheed Martin Corporation, for the U.S. Department of Energy's National Nuclear Security Administration under contract DE-AC04-94AL85000.

Tap in to a new source of **Kinetic** energy!



IT Service Catalog



IT Service Catalog (continued)

CCHD (Help Desk)

The Corporate Computing Help Desk (CCHD) serves as your central, initial point of contact when you require support with your computing needs. We first help you resolve computing issues over the phone. If our analysts cannot find a solution, they escalate tickets to second- or third-tier support groups. **You can access our services by phone (505/845-2243) or web request (click the button below). You may also submit a request by email (CCHD@sandia.gov).**

[Request this Service](#)

About This Service

Service Details

We provide over-the-phone help desk support for computing-related issues. We work with you to resolve your issue over the phone, and if we cannot resolve it, we escalate your support request to a second-tier support group. Our services range from helping you with your computing devices (such as desktops, laptops, printers and other peripherals), to helping you with applications such as the Microsoft Office Suite, Enterprise Person, and most other corporate applications. We also help you initiate requests for new computing services, such as ordering hardware, network connectivity, and cyber access; and we communicate system outages via the CCHD Alerts Page (<http://alerts.sandia.gov>).

NOTE: Help requests received by web request, voicemail, or email are processed as low-priority requests. For higher-priority requests, you must call CCHD and speak to a CCHD analyst.

Excluded from Scope of Service

CCHD does not support non-business-related computing devices (such as personal computing devices, home computers, personal laptops, home networks, or personal printers); applications such as the Google Toolbar, MySpace, or WebShots; or non-computing-related services (such as Facilities, Procurement, Payroll, Travel, etc.)

Costs

Who Can Use This Service & Where

Who Can Use This Service

All members of Sandia's workforce can use this service. In addition, others who are associated with Sandia National Laboratories projects but who are not part of Sandia's workforce (such as Just-in-Time vendors or other NWC Help Desks) may use this service for business-related support.

Where This Service is Available

All Sandia National Laboratories locations and partnering NWC sites

Availability, Dependencies, & Support Levels

What's Required of You

What You Need to Use This Service

Issue Escalation



IT Service Catalog (continued)

Sandia IT Service Catalog - Windows Internet Explorer

https://itsdev.sandia.gov/kinetic/DisplayPageName=SandiaServiceCatalog

File Edit View Favorites Tools Help

Sandia IT Service Catalog

ITSC Information Technology Service Catalog

ITSC Home Sandia CIO ILMS

Techweb

Search IT services A-Z

Service Description Maintenance*

> New Service Description

> How To Video on New Service Descriptions

> Change Request (existing service description)

> ITSC Feedback

(*For Service Owners only)

Service Categories Services A-Z Services by User Type Retired Services

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

Account Request / Authentication - Local (WebCms)

Account Request / Authentication - Remote (SARAPIC)

Account Request / Authentication - Remote (SARAPIC)

Add Cyber Resource to SARAPIC for Cross-Site Access

Additional User Space - RSMSS

Additional User Space - SSSS

Additional User Space - CCHD

Additional User Space - RSMSS

Additional User Space - Sharepoint

Application Installer Builds Deployment

Application Performance Analysis/Troubleshooting

Application Security Services

Application Server Hosting

Application Servers

Authorizing Web Pages at Sandia

Automatic Call Distribution (ACD)

B

BlackBerry

Business Application Batch Jobs (Control-M)

C

CA Enterprise Storage - Collaborative Folder

CA Enterprise Storage - Personal Folder

CCHD (Help Desk)

CLIS

CHM Based Education, Consultancy and Appraisal

COE (Desktop Common Operating Environment)

COE Development

CSM

CSM Approval, Training, Awareness

Cabling Infrastructure Engineering Design Support

Cabling Infrastructure Requests

California Cyber Support

Quick Links to Popular Services

CCHD (CCHD Help Desk)

Moves (Personnel Moves (Individual))

What's New in the IT Service Catalog

Watch this area! This is where we'll post information about added, removed, and modified service descriptions.

New Services

No results found

Modified Services

FCR - Fulfill Customer Request

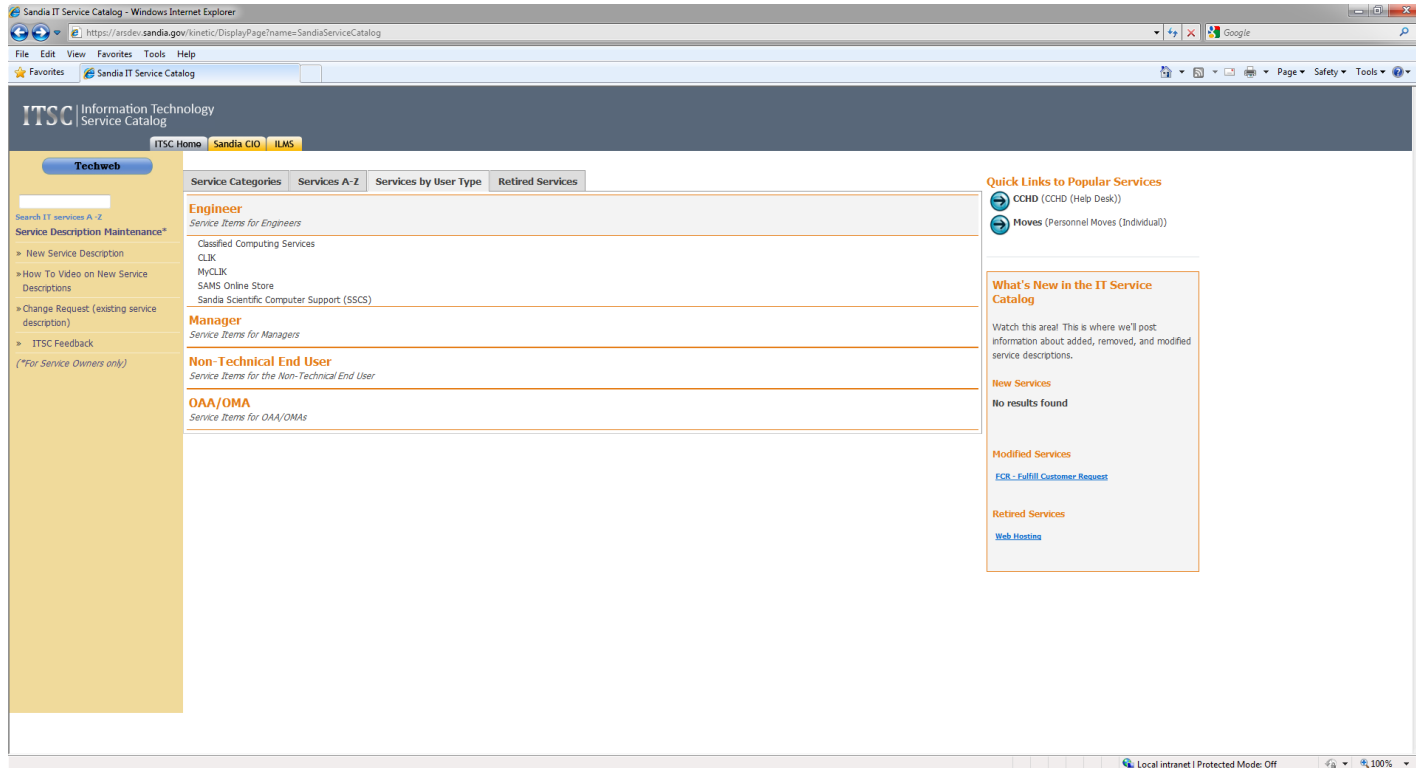
Retired Services

Web Hosting

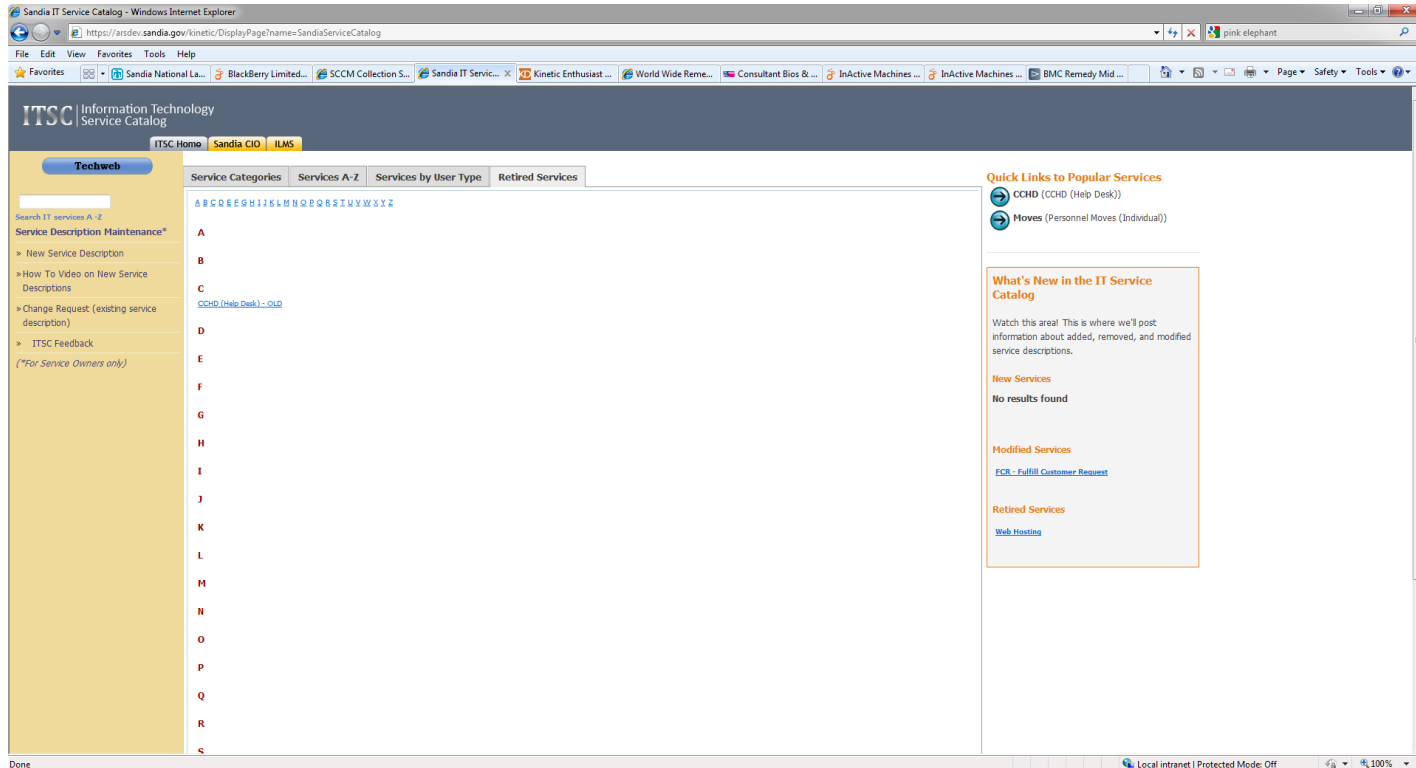
Local intranet | Protected Mode Off | 100%



IT Service Catalog (continued)



IT Service Catalog (continued)



After-Hours Windows Update

SCCM Collection Service Request - Windows Internet Explorer

https://atsprod.sandia.gov/kinetic/DisplayPage?srv=K569cat1951141ac36005056060017

File Edit View Favorites Tools Help

Sandia National Laboratory BlackBerry Limited Area R... SCCM Collection Service R... SCCM Collection Service... Kinetic Enthusiast Group World Wide Remedy Users... Consultant Bios & Custom...

ITSC Information Technology Service Catalog

ITSC Home Sandia CIO ILMS

Service Request

Subscribe to After-Hours Update (Windows 7 to Windows 7 SP 1)

[Requester Information](#)

Choose if this request is for you or someone else: *

☐ Me ☐ Someone else

[Select the Computer to be Updated](#)

NOTE: If you do not see your computer in this list, it is not eligible to receive this update.

To select a machine to associate with this ticket, click "List Property".

Property #:	Machine Name:	Model
<input type="button" value="List Property"/>		

* Indicates Required Field

Done

Local intranet | Protected Mode: Off | 100%

