



# Leveraging Kinetic

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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.

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# IT Service Catalog

Sandia IT Service Catalog - Windows Internet Explorer  
 https://arsdev.sandia.gov/kinetic/DisplayPage?name=SandiaServiceCatalog

File Edit View Favorites Tools Help  
 Favorites Sandia IT Service Catalog

ITSC Information Technology Service Catalog

ITSC Home Sandia CIO ILMs

Techweb

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

**Accounts**  
 Account Request / Authorization, Computer Passwords...  
 Account Request / Authorization - Local (WebCars)  
 Account Request / Authorization - Remote (SARAPE)  
 Account Request / Authorization - Remote (SARAPE)2  
 Add Cyber Resource to SARAPE for Cross-Site Access  
 Classified Application Approvals (CIAAS)  
 Computer Passwords  
 NWC Remote Engineering Application Request  
 Request Cyber Resources at Remote Sites via SARAPE  
 SharePoint at Sandia  
 SHN Accounts for Sandia Guests

**Application Development & Support**  
 Corporate Applications, Programming, Database Development, ...

**Cyber Security**  
 Cyber Security Plans, Encryption, CSRs, ...

**Data Center & Servers**  
 File Servers, Server Hosting, Web Site Hosting

**Desktop Services & Support**  
 COG, Data Backups, CCHD, ...

**Email, Calendars & Collaboration**  
 Outlook, Web Mail, BlackBerrys, SharePoint, ...

**IT Consulting and Professional Services**  
 Desktop Administration, Fulfill Customer Request, Service Level Agreements, ...

**IT Help & Support**  
 IES Self-Help, Scientific Computing Support, Software Licenses, CCHD, Moves, ...

**High Performance Computing**  
 Capacity, Visualization Data Management, User Support, ...

**Networking & Telephones**

**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%



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# IT Service Catalog (continued)

CCHD (Help Desk) - Windows Internet Explorer  
https://arsdev.sandia.gov/kinetic/DisplayPage?srv=KS005056897C5C49AISQHE0EAQ908A

File Edit View Favorites Tools Help  
Favorites CCHD (Help Desk)

ITSC Information Technology Service Catalog  
ITSC Home Sandia CIO ILMS

Search IT services A-Z

You Can Help Drive Efficiencies!  
Was this service description helpful?  
 Yes  No  
Comments?  
Submit

**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 COID 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**

Done Local intranet | Protected Mode Off 100%



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# IT Service Catalog (continued)

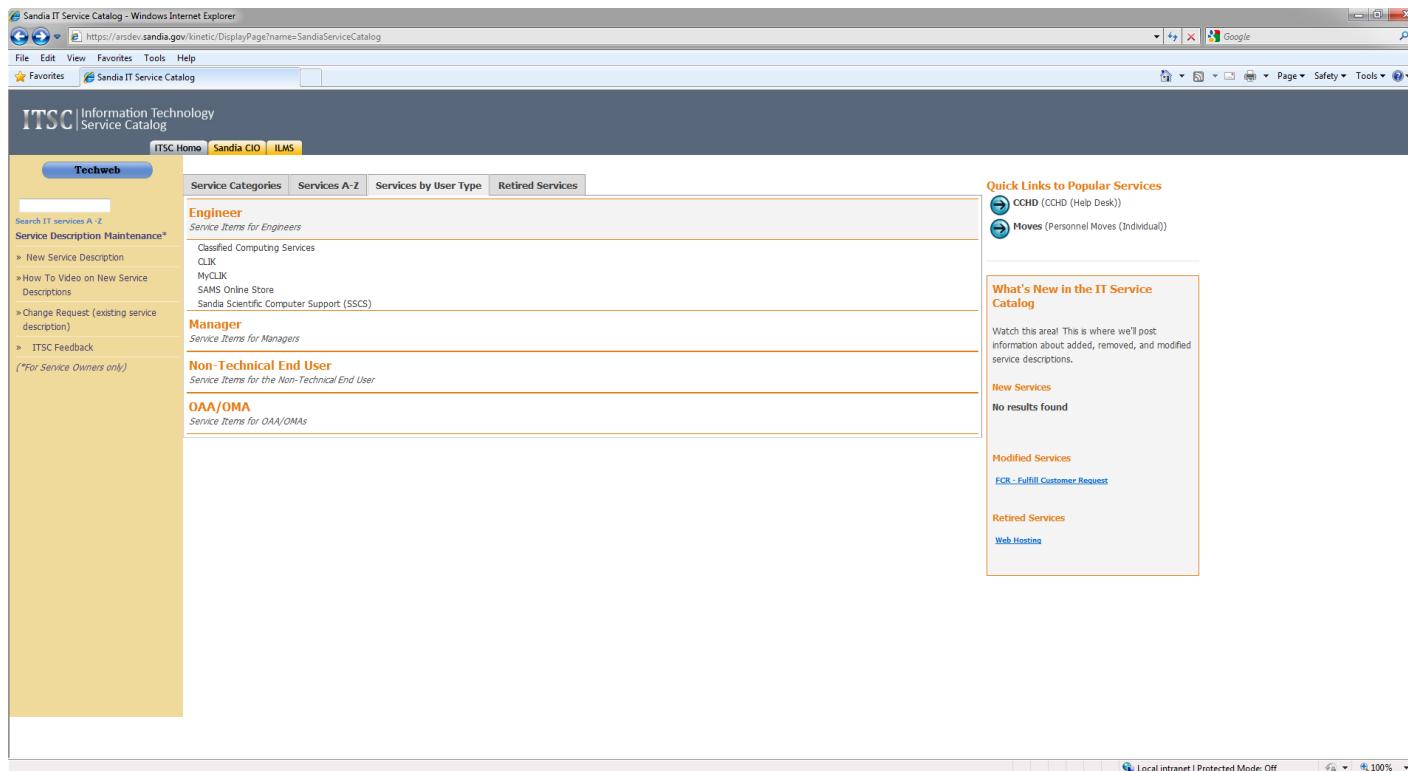
The screenshot shows the Sandia IT Service Catalog interface. The top navigation bar includes links for ITSC Home, Sandia CIO, and ILMS. The main content area is titled 'Techweb' and features a search bar and a 'Service Categories' dropdown. The search results for 'Service Description Maintenance\*' are listed under category 'A', which includes links for ACDEM, ACDEM / CREM Training, Access Grid - Video Conferencing, Account Request / Authorization - Local (WebCars), Account Request / Authorization - Remote (SARAPE), Account Request / Authorization - Remote (SARAPE)2, Add Cyber Resource to SARAPE for Cross-Site Access, Additional User Space - RMSSS, Additional User Space - SDSS, Additional User Space - CMSS, Additional User Space - SMSS, Additional User Space - SharePoint, Application Installer Builds Deployments, Application Performance Analysis/Troubleshooting, Application Security Services, Application Server Hosting, Application Servers, Authoring Web Pages at Sandia, and Automatic Cell Distribution (ACD). The results are organized into sections A, B, and C. To the right, there are 'Quick Links to Popular Services' for CCHD (CCHD Help Desk) and Moves (Personnel Moves (Individual)). A 'What's New in the IT Service Catalog' box indicates 'No results found'. A 'New Services' box also indicates 'No results found'. A 'Modified Services' box lists 'FCR - Fulfill Customer Request'. A 'Retired Services' box lists 'Web Hosting'.



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# IT Service Catalog (continued)



The screenshot shows a Windows Internet Explorer browser window displaying the Sandia IT Service Catalog. The URL in the address bar is <https://arsdev.sandia.gov/kinetic/DisplayPage?name=SandiaServiceCatalog>. The page header includes the ITSC Information Technology Service Catalog logo and navigation links for ITSC Home, Sandia CIO, and ILMS. The main content area features a search bar and several service categories: Engineer (Service Items for Engineers), Manager (Service Items for Managers), Non-Technical End User (Service Items for the Non-Technical End User), and OAA/OMA (Service Items for OAA/OMAs). To the right, there are sections for Quick Links to Popular Services (CCHD, Moves), What's New in the IT Service Catalog (New Services, Modified Services, Retired Services), and a sidebar with a yellow background containing links for Service Description Maintenance, How To Video on New Service Description, Change Request, ITSC Feedback, and For Service Owners only.



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# IT Service Catalog (continued)

The screenshot shows a Windows Internet Explorer window displaying the Sandia IT Service Catalog. The title bar reads "Sandia IT Service Catalog - Windows Internet Explorer" and the address bar shows the URL "https://arsdev.sandia.gov/kinetic/DisplayPage?name=SandiaServiceCatalog". The main content area is titled "ITSC Information Technology Service Catalog" and features a "Techweb" header with a search bar and navigation links for "ITSC Home", "Sandia CIO", and "ILMS". Below this, a sidebar on the left lists service categories from A to Z, with "A" currently selected. The main content area displays a list of services under "Service Description Maintenance" including "New Service Description", "How To Video on New Service Description", "Change Request (existing service description)", and "ITSC Feedback". A note at the bottom of this list states "(\*For Service Owners only)". To the right, there is a "Quick Links to Popular Services" section with links to "CCHD (CCHD (Help Desk))" and "Moves (Personnel Moves (Individual))". A large orange box on the right is titled "What's New in the IT Service Catalog" and contains sections for "New Services" (which says "No results found"), "Modified Services" (with a link to "FCR - Fulfill Customer Request"), and "Retired Services" (with a link to "Web Hosting"). The bottom of the page includes a "Done" button and a status bar indicating "Local intranet | Protected Mode Off" and "100%".



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# After-Hours Windows Update

SCCM Collection Service Request - Windows Internet Explorer  
https://arsprod.sandia.gov/kinetic/DisplayPage?srn=K369ca19511e1ac38005056960017

File Edit View Favorites Tools Help  
Favorites Sandia National Laboratories BlackBerry Limited Area R... SCCM Collection Service R... SCCM Collection Service R... Kinetic Enthusiast Group World Wide Remedy Users... Consultant Bios & Custom... pink elephant

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".

List Property Property #: Machine Name: Model

\* Indicates Required Field  
Clear Request  
Submit Request

Done Local intranet | Protected Mode Off 100%



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