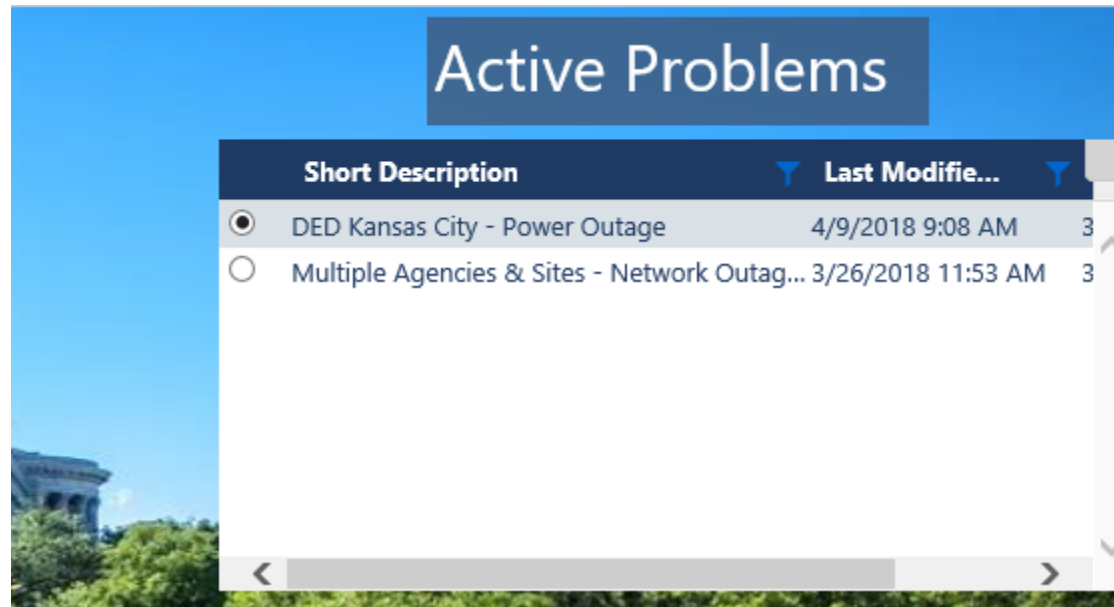
The image features a light gray grid background. Two decorative blue wavy lines are present: one in the upper right quadrant and another in the lower right quadrant, both curving from right to left. The text is centered horizontally and vertically.

View and Interact with Active IT Problems

View and interact with Active IT Problems

- Active Problems are issues that ITSD has identified as affecting a large group of people throughout the state or an Agency.

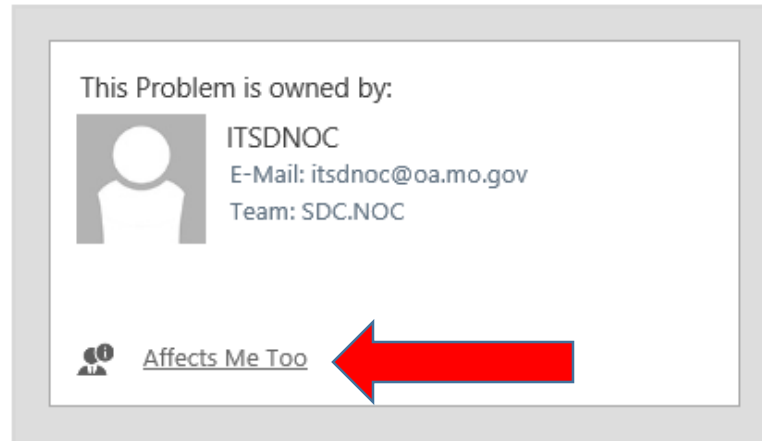


Short Description	Last Modified	
<input checked="" type="radio"/> DED Kansas City - Power Outage	4/9/2018 9:08 AM	3
<input type="radio"/> Multiple Agencies & Sites - Network Outag...	3/26/2018 11:53 AM	3

• Problem in

View and interact with Active IT Problems

- When reviewing the details of the Active Problem, take note of these sections:
 - Problem Description
 - Agencies Affected
 - Specific Locations
- If you work in the locations affected and for the Agency affected and you are experiencing similar issues to what is described in the description, ITSD wants to know this Problem is affecting you also.
- Simply click on “Affects Me Too”



- **Once this Problem has been Resolved you will now get an email letting you know it is resolved.**

ack information.

ed to this problem for you.

View and interact with Active IT Problems

- You can track the status of this Problem from the ITSD Service Portal home page.
- Click on the number next to Watched Items



- Add Comment
- Attach File
- Withdraw the Incident

View and interact with Active IT Problems

- View Notes and Details about the Problem from the Notes and Problem tabs to the right.

