

Minnesota Service Hub Guide: Finding Services

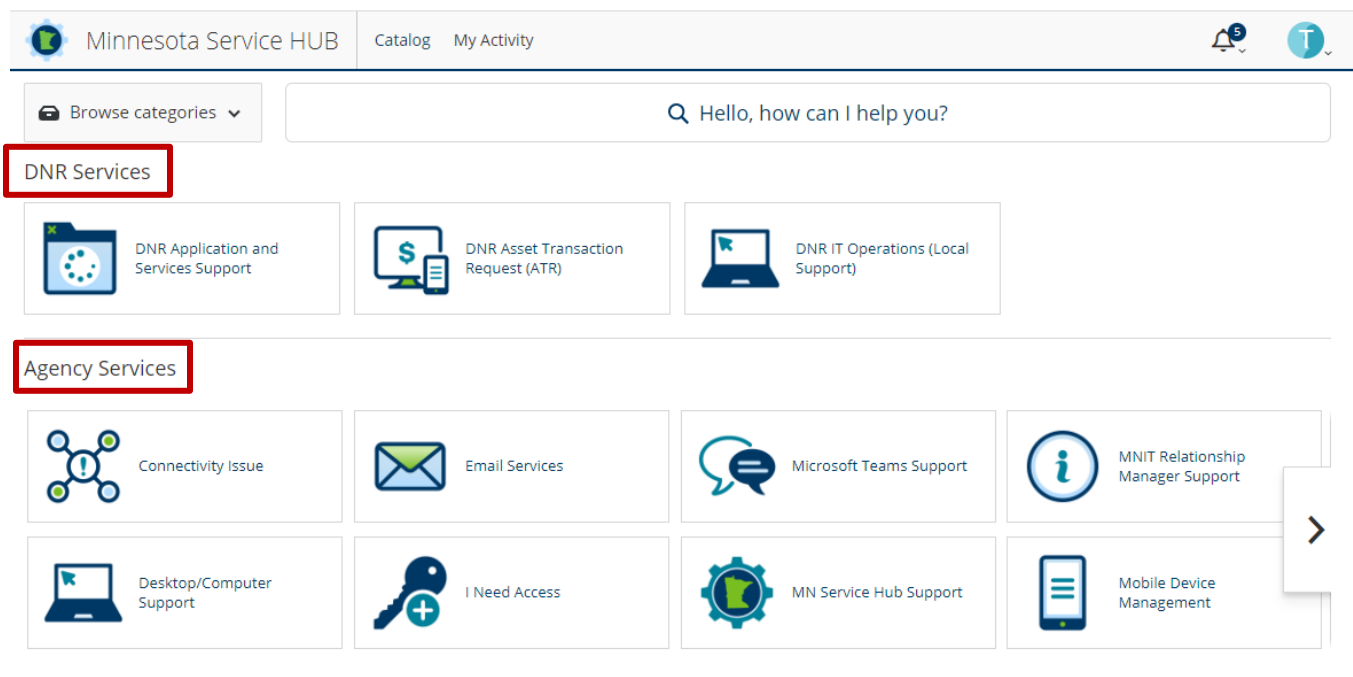
Create Date: 9/29/2023

General Description:

The Minnesota Service Hub allows you to easily find and request IT help and services. This document provides an overview of MNIT services areas and will help you find the services you are looking for. Please see the [Minnesota Service Hub Quick Start Guide](#) for instructions on using the Service Hub.

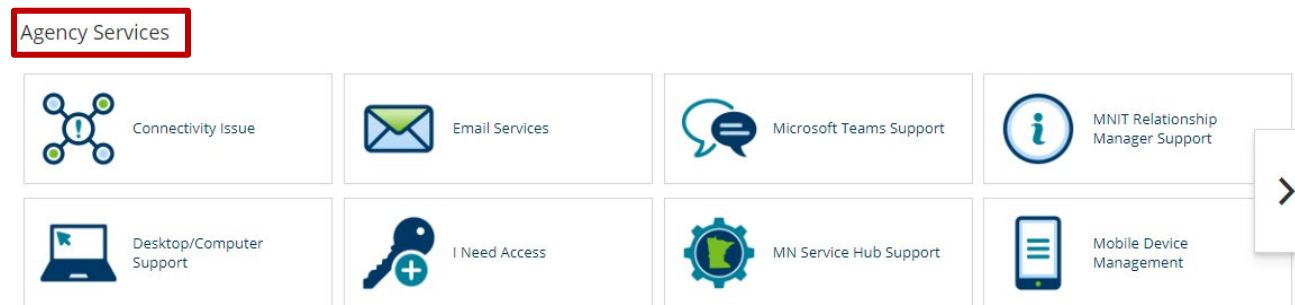
Getting Familiar

The MN Service Hub breaks services into two major categories: DNR Services and Agency Services. The descriptions below provide an overview of the high-level categories and where you can expect to find specific service request types.

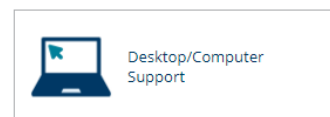
A screenshot of the Minnesota Service Hub web application. The header shows 'Minnesota Service HUB' with links to 'Catalog' and 'My Activity', along with notification and user icons. Below the header is a search bar with the placeholder text 'Hello, how can I help you?'. The main content area is divided into two sections: 'DNR Services' and 'Agency Services', both highlighted with red boxes. The 'DNR Services' section contains three tiles: 'DNR Application and Services Support' (with a folder icon), 'DNR Asset Transaction Request (ATR)' (with a dollar sign and document icon), and 'DNR IT Operations (Local Support)' (with a laptop icon). The 'Agency Services' section contains eight tiles arranged in two rows: 'Connectivity Issue' (with a network icon), 'Email Services' (with an envelope icon), 'Microsoft Teams Support' (with a speech bubble icon), 'MNIT Relationship Manager Support' (with an information icon), 'Desktop/Computer Support' (with a laptop icon), 'I Need Access' (with a key icon), 'MN Service Hub Support' (with a gear icon), and 'Mobile Device Management' (with a smartphone icon). A right arrow indicates more services are available.

Agency Services

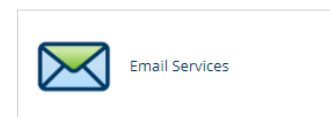
Select Agency Services tiles for common IT Support issues, such as problems with your computer, email issues, or getting access.



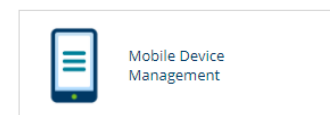
Agency Services Options



Desktop/Computer Support: Use this form to request support or report an issue with a computer or other equipment.



Email Services: Use this form to request a change or fix an issue with your email. Note: Access to another person's data must be requested by an [authorized individual](#) for each agency. That individual will then use the Agency Data and Legal Request form to submit the request. If your agency does not have an authorized individual listed, contact your HR consultant for next steps.

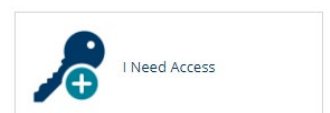


Mobile Device: Use this form to request help for issues with your mobile device, including:

- Enrolling a mobile device with Intune or Apple Business Manager
- Reporting a lost or stolen device
- Repairing a broken device or a device not working as expected
- Troubleshooting call-related issues or issues with cell carrier (Verizon, AT&T, T-Mobile)



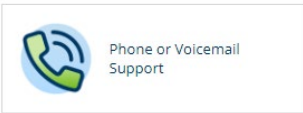
Password Reset: Use this form to request a password reset for all network access, devices, and applications. To reset an Employee Self-Service/SEMA4/Timesheet password, email the [MMB Desk](#)



I need access: Network, Application, Folder, or Wireless Network Access Use this form to request access to or support with the network, application, folder, or wireless network.



Microsoft Teams Support: Request support, report an issue, and request additional features.



Phone or voicemail support: Use this form to request new voice related services or report a voice related service is not working properly.



Printer support: used to report a printer issue.

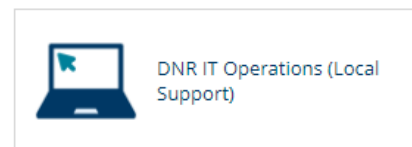
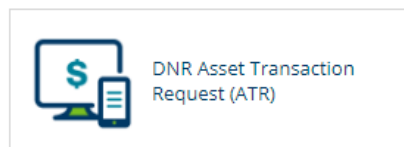


Report a Security Event: By reporting a security event, the information is timely responded to for all the State's security problems. Examples are denial State equipment, unauthorized access, unauthorized alternation or destruction or unauthorized disclosure.

DNR Services

Select DNR Services for division-specific IT application support, equipment management, and site-specific IT support.

DNR Services



DNR Services Options

DNR Application and Services Support

Select the DNR Application and Services Support tile to get help with division-specific IT applications. You can choose application support by division, GIS Team, and Web Team. When you select a division, the common IT applications will appear as a list below. Choose the appropriate application and complete the required fields before submitting the request.





Request for
Jenna Covey

Quantity
1

Submit request

Save and close

+ Support Association

Please select the business area with the application or service related to your request *(required)*

- ☒ Ecological and Water Resources
- ☐ Enforcement
- ☐ Fisheries
- ☐ Forestry
- ☐ GIS Team
- ☐ Lands and Minerals
- ☐ License Center
- ☐ Operations Services Division
- ☐ Parks and Trails
- ☐ Web Team
- ☐ Wildlife

Please select a topic related to your request: *(required)*

- ☐ Biotics
- ☒ Buffer Map

Frequently Asked Questions:

Q: The application that I need help with isn't listed for my division. What should I do?

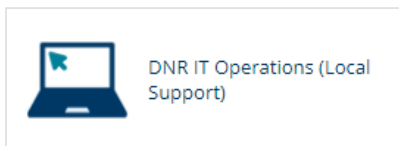
A: *Select "Other" in the dropdown menu and enter details on your request.*

Q: How long will it take me to get help?

A: *Depending on the priority level of your request, it could take between 24-120 hours to resolve your request. If you have an urgent issue, please call the service desk to escalate your issue: 651-297-1111.*

DNR IT Operations

Select the DNR IT Operations tile to get DNR specific help. These services include backups, getting access to blocked websites, help with email and network access folder rights, Apple and Samsung devices, and radio fleet. When you select a topic, additional support fields will appear.



DNR IT Operations (Local Support)

Request for
Jenna Covey

Quantity
1

Which best applies to the assistance you need: **(required)**

- ☐ Backups/Restore (Cloud or local NAS files)
- ☐ Blocked Website (Umbrella, Error)
- ☒ Building Security (Video Cameras, Badge Access)
- ☐ Email and Folder Rights (Calendar, Issues)
- ☐ IT Facilities (Internet upgrade, Wifi, Cabling)
- ☐ IT Procurement (IT Purchases, Software, Hardware)
- ☐ M365 (SharePoint, PowerApps)
- ☐ Non-Standard Tablet Fleet (Apple, Samsung devices)
- ☐ Radio Fleet (Support, Accessories, Replacement)
- ☐ UPS (New, Replacement)
- ☐ Video Conferencing (Rooms, Zoom, Installs)

Tell us a little more about your request: **(required)**

- ☒ Install
- ☐ Issue

Submit request

Save and close

Frequently Asked Questions:

Q: What is a Non-Standard Tablet?

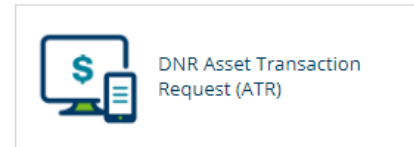
A: A non-standard tablet is an Apple (iPad) or Samsung tablet that is managed by MNIT locally. Support for standard tablets can be navigated to the main page of the Service Hub, Agency Services, and selecting Desktop/Computer support.

Q: I need help with Microsoft issues that aren't listed under IT Operations. Where do I go?


A: Some Microsoft support is provided by another team. For help with Email, Microsoft Teams, or Microsoft access issues, view the support options under Agency Services on the main page of the Service Hub.

DNR Asset Transaction Request

Select the DNR Asset Transaction Request form to surplus equipment, re-assign equipment, and report lost, stolen, or recovered equipment. Please note: MNIT is working on additional technology onboarding and offboarding guidance for DNR Supervisors.



When an employee leaves the DNR, DNR supervisor must submit an eTrack AND a MNIT Service Hub Ticket for Asset Transaction Request. All computers for departing employees must be returned to MNIT. Computers must be returned to be removed from the monthly billing statement.

**DNR Asset Transaction Request (ATR)**

Request for	Quantity
Test UserDemo2	1

[Requester/Equipment Information](#)

This service is provided to the MN DNR and MN Zoo to help manage their computer and radio fleets. The form allows for agency individuals and divisions to make changes to their equipment fleets. These changes are submitted online and completed by MNIT staff.

What best applies to the assistance you need: **(required)**

☒ Computer

☐ Radio

☐ Non-Standard Tablet

☐ Network or Telecomm equipment

☐ Mobile Phones

☐ Servers

☐ Printers (Multi-function hard drive removal)

☐ Other DNR Electronics (GPS, Printers, Projectors)

What type of assistance is needed: **(required)**

☒ Surplus

☐ Reassign

☐ Lost/Stolen

Submit request

Frequently Asked Questions:

Q: I am offboarding an employee and would like to give my new employee their old computer. Which option should I choose?

A: Select Computer, and then select 'Reassign' underneath 'What type of assistance is needed'. Please note: if it will take more than 1 month to reassign the computer you should surplus the computer and request a data transfer of the employees' old files. This will ensure that the security updates are made on the computer and the division billings stay accurate.

MNIT Enterprise Service Desk

Contact MNIT for IT help:

- Online: [Minnesota Service HUB](#)
- Phone: 651-297-1111 or 1-888-717-6638

Visit MNIT for IT information:

- Online: [MNIT Connect](#)

Check out Microsoft training resources from MNIT:

- Online: [Learning Pathways](#)

Review Helpful Tips for Teleworking

- Online: [How to Telework](#)

DNR IT Business Services Supervisors

- Ecological Water Resources: Andrea Bergman
- Enforcement: Andrea Bergman
- Fisheries: Lyn Bergquist
- Wildlife: Bruce Anderson
- Forestry: Kari Geurts
- Lands and Minerals: Bryan Lloyd
- Parks and Trails: Vinhson Nguyen
- Operation Services Division: Hal Watson

Quick Links

[Minnesota Service HUB: Submit a Ticket](#)

[How to Reset Your Password](#)

[MNIT Connect: Quick Guides, Tips, and More](#)

[Learning Pathways: M365 Tutorials](#)