INITIATION:
- I'm the systems engineer and lead developer at RPI college. We use ZenDesk for all our help desk and IT tickets. We are working on a project to remediate thousands of Windows 10 machines. We need to create a ticket creation system for this process. We currently have a CSV/xlsx with all the windows 10 devices that was exported from a combination of Lansweeper data and crowdstrike data. The app needs to create tickets correctly for all the applicable devices in the csv.
- I included a bunch of the ZenDesk API documentation in the Documentation folder. Please review all of it thoroughly and understand all of it thoroughly and use it to execute this project correctly/exceptionally.
- I'll be working on the ZD ticket creation via API.
- I'll assign them to the "Windows EOL" group and apply the "windows10eol" tag.
- The token to access the API is:
  - 9Q2Y3Ytdvb2hViy2UKKSOVtW7NTF3m39TmAPCjRB

NEW DepartmentArea FIELD:
- Should I be using the user data to populate the newly created "DepartmentArea" field?
- We could use the "idp_Basic_Status" column and/or the more detailed "idp_Status" column, but I'd suggest doing some mapping to reduce the number of unique values.
  - Actually the "idp_Status" column contains all the "idp_Basic_Status" values in the format ["idp_Basic_Status"]/["idp_Full_Status"]
- I created new sheets in the spreadsheet to list the unique values for both columns so we can do any potential mappings.
- We're currently not sure how to use this field or if we should change it to be something else or create additional fields as well. One thing we need to do is use the API to get a list of all the tags/fields. That are currently available so I can review them and choose which ones to populate.

ADDITIONAL TAGS:
- I see the tickets in the Windows EOL group have other tags assigned like "staff", "academic_area", "administratice_area", etc, What other tags should I be assigning, if any?

REQUESTOR:
- Should I set the requestor as the user on the device (as long as the user is an employee)?
  - Yes, set the user as the request as long as they are an "employee".
  - Mare is creating a shared mailbox to use as the requestor when the user is not listed or the user is not and employee
  - We also need to dig in with the business team what an "employee" means, does that include grad students, PHD's students, etc.
- If not, who do I set it to, can it be blank?
  - It there is no users listed or the use is not an "employee", set the requestor to the shared mailbox Mare is creating.

COMMENT DATA:
- All the device tech details should be induced in comments, not messages.
- My initial thought was to remove as many of the fields as possible and only put essential ones in the ticket, but as I started to make that list, I realized most of the fields are needed/important.
- I'd also like to help prevent everyone from working out of a single shared spreadsheet at the same time because it causes issues, so having the data in the tickets will help.
- I'm going to include most of the fields from the spreadsheet in the comment as a list instead of a table so it's easier to read in ZD.
- I still need to provide the list of fields from the spreadsheet that should be included in the ticket comments. For now start with ALL the fields/columns and I will remove the ones I don't want later.

MESSAGE TO USERS:
- What should the original message to the user be? Or should we not send out messages to users on ticket creation and let techs handle that later?
    - If user is an "employee" we should send basic communication about process. Something like:
        - Dear [last user/requestor],

          The following RPI computer system was identified as possibly being assigned to you and which will need to be appropriately mitigated for the upcoming Windows 10 end of support. Please review the system information and respond to the questions below to assist us in identifying the appropriate mitigation steps.

          [hostname]
          [make] [model]
          [age/warranty start date]

          Are you the appropriate contact for this system (if not do you know who is)?
          Is this system still in use/needed?
          If so, can it be retired before October, 2025?
          Is this your only assigned computer?
          If not, please provide details on the additional system(s) assigned to you.

INSTRUCTIONS FOR TECHS:
- We need to put together a genal workflow for techs to follow with all the important things they need to check/verify/do.

- ○ What are the business/workflow requirements for upgrading, updating, extending support, marking the spreadsheet, handling the tickets, notifying clients, scheduling, ensure CS/LS are installed, on domain, etc.
- ○ Advisement that the dynamic "recommendation" columns are just suggestions and that the upgrade requirements need to be manually verified (especially TPM).
- ○ I think we should have an ITSSC article for this (if not already) but there should at least be minimal instructions included in the ticket as well.

ROLL OUT:
- ● After documentation and testing is complete, I suggest we start with creating tickets for the devices that are already EOL (marked urgent) and about to be EOL 2025-10-14.
- ● These are the current numbers of EOL values we have for the different versions/builds,
  - ○

Is_EOL_Date	Count	OS
EOL (past)	27	21H1, 21H2
2025-10-14	873	22H2
2026-10-13	8	Enterprise 2016 LTSB
2027-01-12	7	IoT Enterprise LTSC
2029-01-09	41	Enterprise LTSC
Blanks (from CS)	167	
TOTAL	1123	

PROGRAMMING INSTRUCTION:
- ● Everything needs to be professionally/expertly logged with a robust logging system. It must also use exceptional error handling and exception handling.
- ● The file headers must be very well done and explain everything fully. The comments throughout the script/files must be very good and explain everything fully and leave no questions and leave nothing up to the imagination.
- ● If there is a user listed for the device on the spreadsheet and the user is an "Employee" then set the user as the requestor on the ticket and send the initial email message to them.
- ● For now we will only start with the tickets that have "EOL" in the "Is_EOL_Date" column. These are the tickets that are already past their EOL date.
- ● The application needs to be able to run a test ticket creation and to be able to remove the test tickets it creates.

- The column definition sheet from the spreadsheet should also be included in the ticket somehow. Maybe as an attachment to the ticket so it doesn't take up space on the ticket?
- Please make the app fully capable of working with xlsx and csv input. I will start and test with the excel files.
- We will also need to create some fields in ZenDesk to support these efforts. We'd like the tickets to be the source of truth for the project. We want to be able to track the completion of the tickets, the departments, the tech/teams working/owing the tickets. We want to be able to aggregate and get lists of all the different tickets and be able to use Zendesk to review the project completion and all the tickets and be able to sort all of the tickets on all the important fields. What fields do we need to create in Zendesk to facilitate all this? We also still need to export a list of all the existing/current fields/tags so we can see what's already available and see what else needs to be created, if any.
- I included a bunch of the ZenDesk API documentation in the Documentation folder. Please review all of it thoroughly and understand all of it thoroughly and use it to execute this project correctly/exceptionally.
- Please do not try to do this all in one-shot. Please take your time to think fully/deeply/thoroughly about each step and each sub-step and each task and each sub-task and each phase and each sub-phase to make sure that everything is done as optimally/effectively/best as possible. Please work more slowly and more accurately and professionally.
- Make sure the app is extremely secure.
- Please upload this app to the RPI DotCIO Github which my account already has access to. If you can interact with github directly please do that, if not, I do have the token saved so you can access my github using the commands on my machine. Please create a repository for this and upload every change to github so every major/important change is documented in github and so we can always roll back if something goes bad/wrong. Please do the github for this project professional and properly at all times.
- We need a way to check and verify that all the ticket got created successfully and there was no errors or issues. If there are errors or issues then we need to have a way to view and address them accordingly.