



Department of
Education

IT Service Catalog

User Guide

Version 1.0



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Note: Please reach out to the District Technology helpdesk (dt.support@tn.gov) for assistance with IT Service Catalog questions. For overall feedback or suggestions on this new tool, contact Director of State Technology Steven Sanders at steven.sanders@tn.gov

1 Creating & Submitting an IT Ticket & Request

1.1 Overview

Using the *TDOE State Technology Portal*, staff can access the IT Service Catalog. This tool allows TDOE staff to submit IT tickets and requests to get new employees up and running, as well as to submit requests for current workers.

For example purposes, this guide documents creating and submitting an IT ticket/request for the **New Cellphone Service** menu item. As illustrated below, the catalog allows users to submit tickets for twenty different specific requests across five categories. In addition, using the **Other Support** category, users may submit tickets for eleven more specific requests, located in a drop-down menu. And of course, that menu contains an **Other** sub-menu item, allowing users to submit tickets for any custom needs and/or services.

1.1.1 IT Service Ticket Request Categories

Workstation Hardware: 1) Laptop for New Staff; 2) Laptop Replacement Device; 3) Dock/Hub; 4) Monitor; and 5) Cable.

Phone Requests: 1) New Cellphone Service; 2) Cellphone Replacement; 3) Jabber Softphone; and 4) Deskphone.

Website Requests: 1) Website Update; 2) Website Redesign; 3) SSL/TSL Certificate; and 4) Domain Registration.

Microsoft 365 Support: 1) TNShare Site or Page; 2) TNShare Data Migration; 3) EduDrive; 4) SharePoint List; and 5) Microsoft Teams.

IT Procurement Request: 1) Standard Software Procurement and 2) Special Hardware Request.

Other Support: Request for Other Support, allowing for the following IT tickets and requests: 1) Custom Report; 2) Billing Inquiry; 3) Audit Inquiry; 4) Outlook/Calendar; 5) AD Password Reset; 6) MS Forms; 7) MS Planner; 8) PowerApps; 9) PowerBI; 10) MS Dynamics; 11) Azure Resource Request; and 12) Other.

1.1.2 Ticket Requests and this User Guide's Appendices

1.1.2.1 Appendix A: Glossary of IT Ticket Types

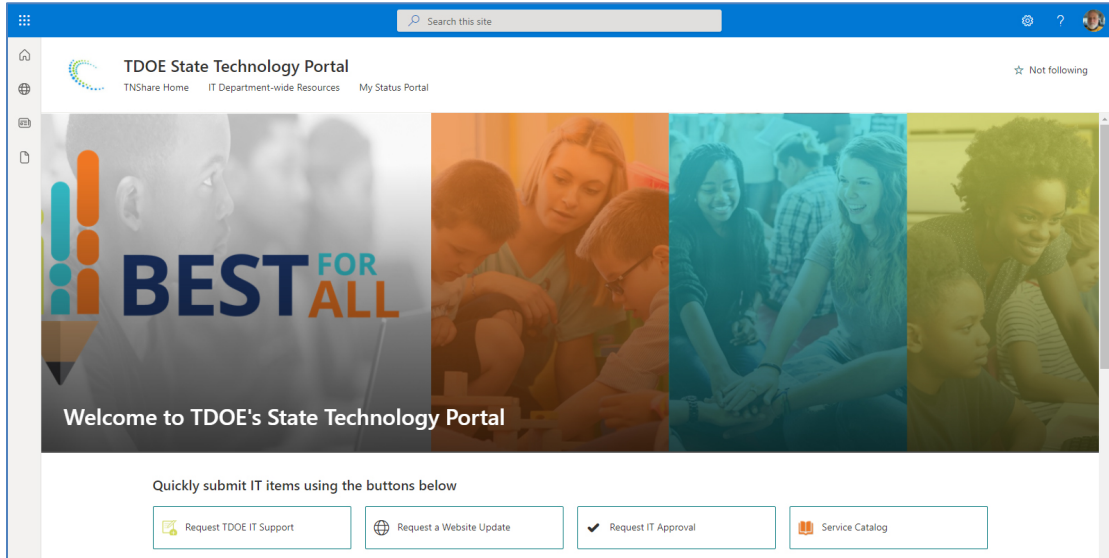
Since this guide only documents the **New Cellphone Service** menu item, refer to Appendix A for descriptions of each ticket type.

1.1.2.2 Appendix B: IT Ticket Field Definitions

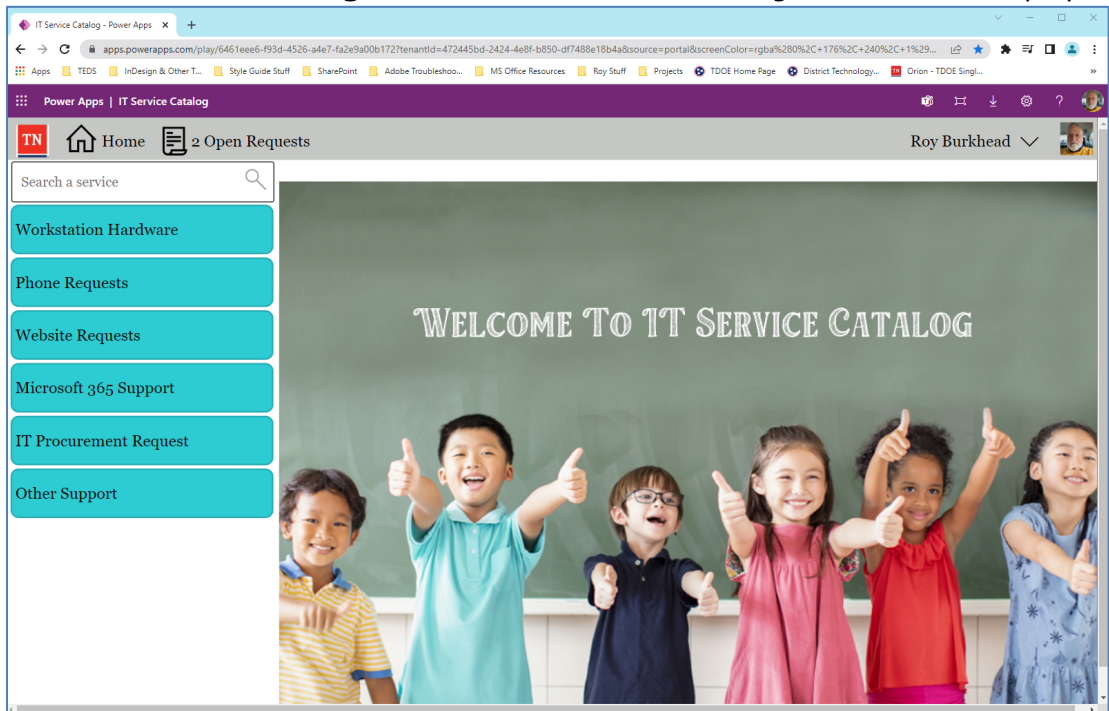
While every request form in the catalog follows the exact same process, some required selection fields and options may vary. As a result, any fields not formally documented in this user guide are defined in Appendix B.

1.2 To Access the IT Service Catalog

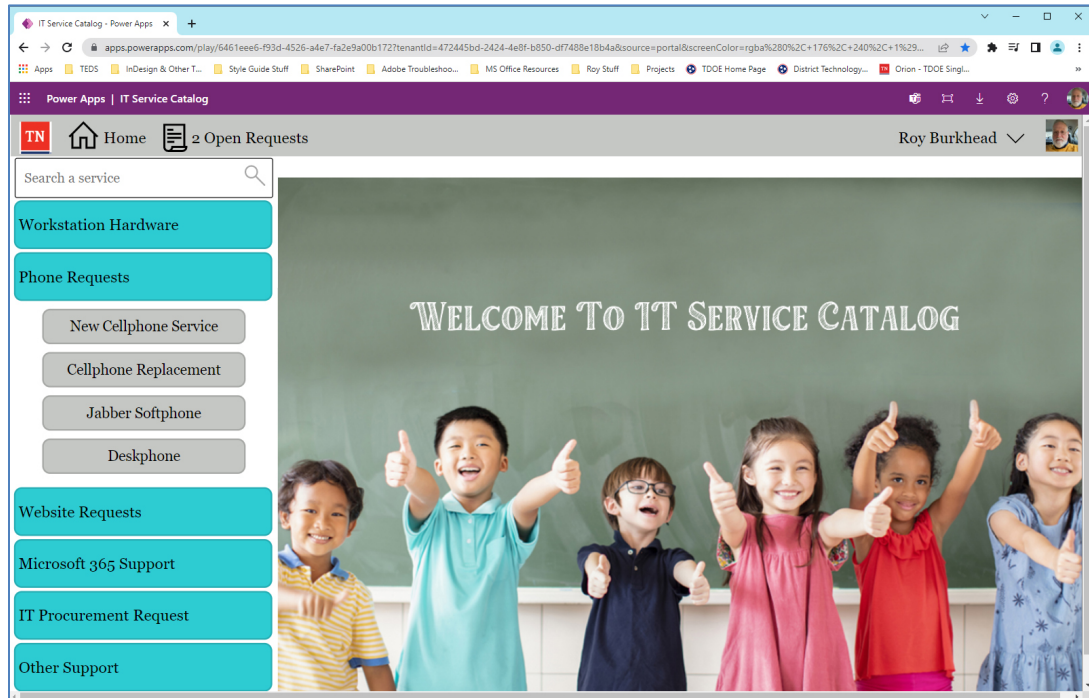
1. Access the *TDOE State Technology Portal*. The site launches and displays.



2. Click the **Service Catalog** button. The *IT Service Catalog* launches and displays.

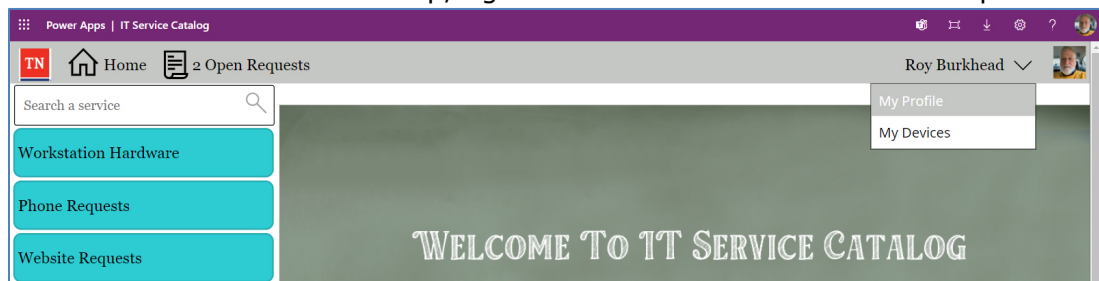


- The catalog displays a series of product and service categories in the left-hand column and the functionality to submit an IT ticket request for each. In addition, a running total of a user's open tickets in-progress displays along the header. (Open requests are only listed on the page of whom the request is for, regardless of who submitted it.)



1.3 To Work with an Employee Profile and/or Device(s)

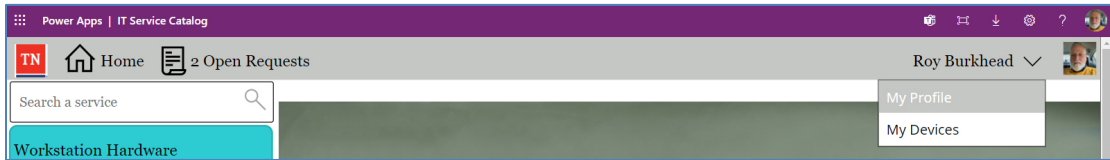
- Follow the instructions in Section 1.2 of this user guide to access the IT Service Catalog.
- The *IT Service Catalog's* homepage displays. Click the **drop-down menu** icon next to the username on the top, right-side of the screen. The menu expands.



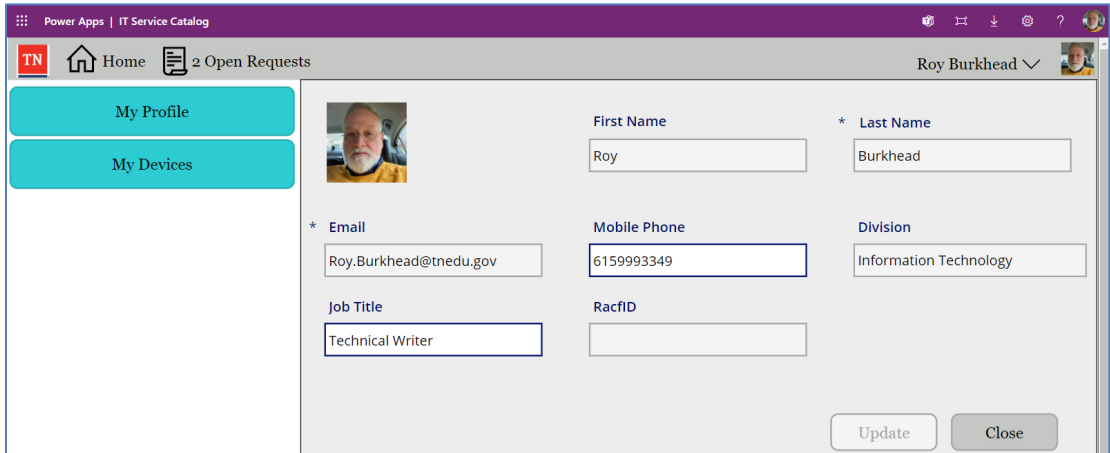
- Advance to Section 1.3.1 to work with a user's profile. Advance to Section 1.3.2 to work with a user's devices.

1.3.1 To View/Update a User's Profile

1. Cursor over the **My Profile** menu option. The menu option highlights.



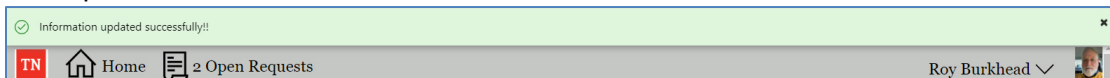
2. Click the **My Profile** menu option. The profile displays.



3. The user's details populate most of the fields on the screen. Users may change data in the **Mobile Phone** and **Job Title** fields.

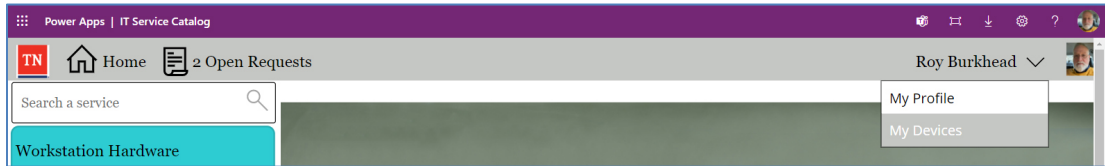
Field name	Description
First Name	Displays the user's first name.
Last Name	Displays the user's last name.
Email	Displays the user's TNEDU email address.
Mobile Phone	If the user has already entered a mobile phone, the field displays that number. To enter or change a mobile phone number, enter the new information in the field. (The Update button enables.)
Division	Displays the user's division.
Job Title	If the user has already entered a job title, the field displays that information. To enter or change a title, enter the new information in the field. (The Update button enables.)
RacfID	Displays the state-issued Active Directory username associated with a @tn.gov email account (also referred to as an employee's CA number). This is the network login that an employee uses to log into his/her computer.

4. If changes have been made, click the **Update** button. The application applies the changes and displays the "Information updated successfully!" message in green at the top of the screen.

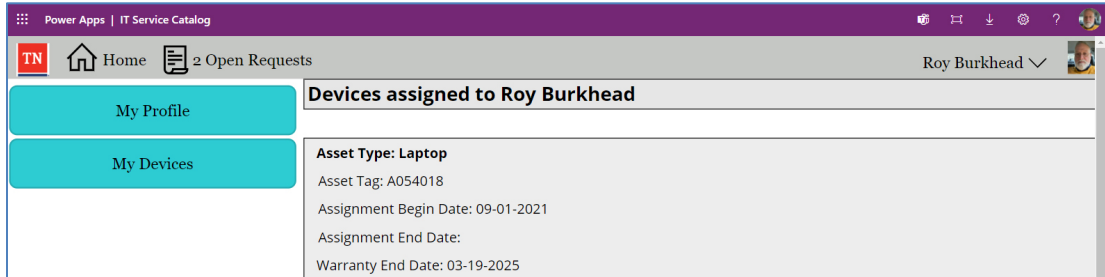


1.3.2 To View a User’s Device(s)

1. Cursor over the **My Devices** menu option. The menu option highlights.



2. Click the **My Devices** menu option. The *Devices assigned to* screen displays.



3. Details for each device assigned to a user populates the screen. For example purposes, this user has one piece of hardware assigned (a laptop), and the below fields populate.

Field name	Description
Asset Type	Displays a plain-English description of the asset, in this case a laptop.
Asset Tag	Displays the State of Tennessee tag number, which will be located someplace on the device.
Assignment Begin Date	Displays the date the case was assigned to a representative.
Assignment End Date	Displays the date that the case was completed.
Warranty End Date	Displays the date on which the device’s warranty expires.

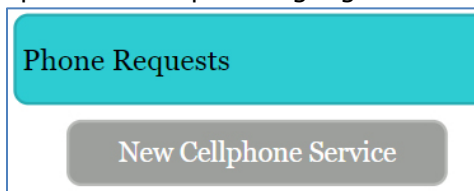
1.4 To Create an IT Ticket & Request (Example: New Cellphone Service)

1. Follow the instructions in Section 1.2 of this user guide to access and display the IT Service Catalog.
2. Click the **Phone Requests** menu. The menu expands.



Note: For example purposes, this guide documents creating and submitting an IT ticket/request for the **New Cellphone Service** menu item. Every request form follows the exact same process; although, some required selection fields and options may vary.

3. The **Phone Requests** menu option displays the products and services available to TDOE employees in this category. Cursor over the **New Cellphone Service** menu option. The option highlights.



4. Click the **New Cellphone Service** menu option. This is an IT product request for a new state iPhone cellphone and service. The standard cellphone is an iPhone SE and the service provider is T-Mobile with Tethering. Verizon may be substituted if there is documented evidence that T-Mobile does not have coverage in the primary work area. (Tethering is not standard with Verizon.)

Note: A full description for each ticket type displays at the top of each form. Refer to Appendix A of this guide for definitions of all ticket types in the IT Service Catalog.

5. A *New Cellphone Service* request form displays.

IT product request for a new state iPhone cellphone and service. The standard cellphone is an iPhone, and the standard service provider is T-Mobile with Tethering. If there is documented evidence that T-Mobile does not have coverage in the primary work area, Verizon may be a substitute. Tethering is not standard with Verizon. Once approved, the estimated order time for this service is 10 business days. *Additional accessories such as phone cases, car chargers, power adapters may be requested in the "Additional Information" section.

Note: Phones may be picked up on the 10th floor of AJT or shipped to the employee's location. Phone deliveries require a signature.

For whom is this request being submitted? *

Type name to find staff member ▼

Speed Chart *

Do you want to ship this item?

Please provide request details
Please provide an explanation if the service type is not T-mobile

Please provide details for your request, and/or attach documentation in the attachments box.

Attachments

There is nothing attached.

Attach file

Cancel Submit

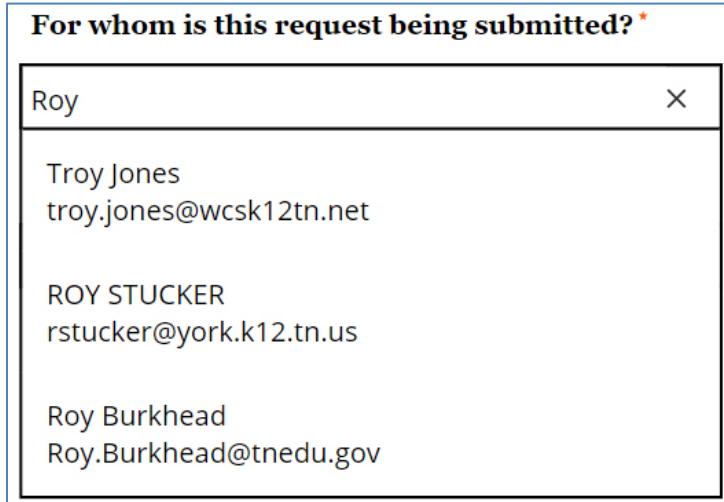
6. In the **For whom is this request being submitted?** drop-down menu, click the **DOWN ARROW** button. The menu expands, displaying a default list of TDOE employees and email addresses.

For whom is this request being submitted? *

Type name to find staff member

- Kayla Michaud
Kayla.Michaud@tn.gov
- Kim Shay
kshay@clevelandschools.org
- John Bush
John.C.Bush@tnedu.gov
- Amber Green
amber.green55@tnedu.gov
- Matt Bowser
Matt.Bowser@tnedu.gov

- Start typing the name for whom the request is for. It may be for either the person creating the request or done on another TDOE employee’s behalf. The drop-down menu will start to filter all of the available menu choices, based upon the input.



For whom is this request being submitted? *

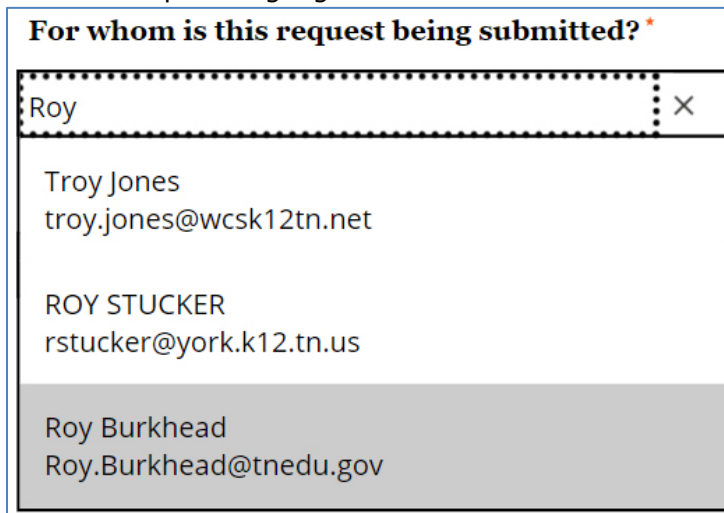
Roy

Troy Jones
troy.jones@wcsk12tn.net

ROY STUCKER
rstucker@york.k12.tn.us

Roy Burkhead
Roy.Burkhead@tnedu.gov

- Once the employee’s name and email address display in the menu, hover over it. The menu option highlights.



For whom is this request being submitted? *

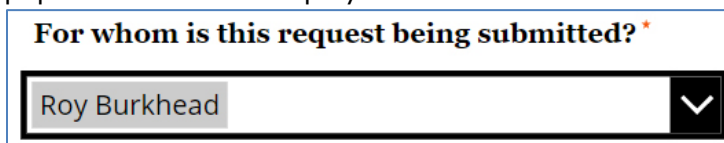
Roy

Troy Jones
troy.jones@wcsk12tn.net

ROY STUCKER
rstucker@york.k12.tn.us

Roy Burkhead
Roy.Burkhead@tnedu.gov

- Click the menu option for the employee. The drop-down menu closes and populates with the employee’s name.



For whom is this request being submitted? *

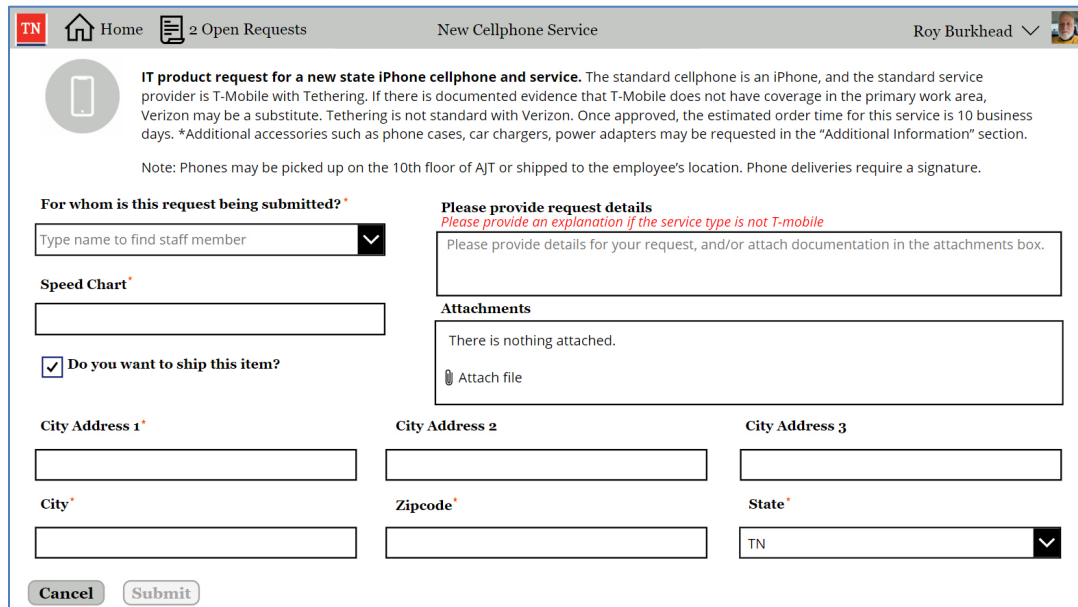
Roy Burkhead

- In the **Speed Chart** field, type the alpha-numeric billing code for the division in which the TDOE employee works. This is a required field.

11. If a TDOE employee works in the Middle Tennessee region and would prefer to pick up the phone at the Nashville Andrew Johnson Building (AJT), then leave the **Do you want to Ship this item?** checkbox unselected and advance to Step 14.

Note: Employees in the Middle Tennessee region are required to pick up some devices (laptops, monitors, et cetera) in person on the tenth floor of the AJT, located at 710 James Robertson Parkway, in Nashville, Tennessee. Cell phones are different. The vendor ships the phones directly to the address specified in Step 13 of these instructions. A TDOE employee may specify the phone be delivered to any address, be it the AJT Building or at an employee’s specific location. The key takeaway is that the employee must sign for a cell phone at delivery.

12. For TDOE employees who wish to have their cell phone shipped directly to their location, select the **Do you want to Ship this item?** checkbox.
13. The *New Cellphone Service* request form refreshes and expands, displaying delivery address information.

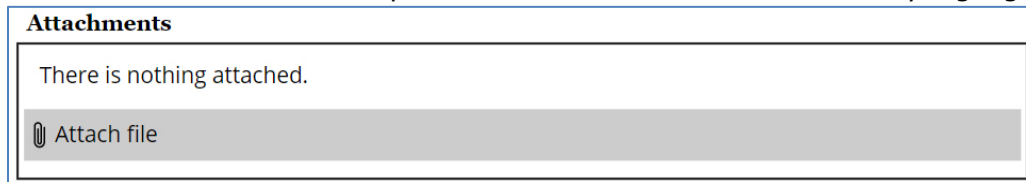


- a. In the **City Address 1** field, type the address where the physical device(s) needs to be shipped and delivered. This is a required field.
- b. If additional city address info is needed (i.e.: apartment number, floor information, and so on), type it in the **City Address 2** field. If no additional information is needed, leave the field blank.
- c. If additional city address info is needed (i.e.: apartment number, floor information, and so on), type it in the **City Address 3** field. If no additional

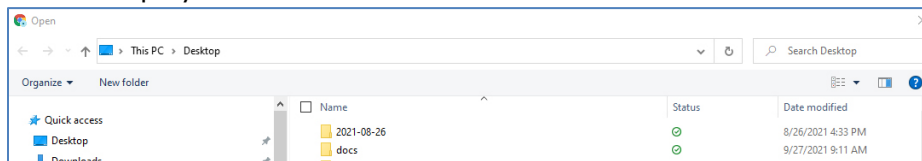
information is needed, leave the field blank.

- d. In the **City** field, type the city where the physical device(s) needs to be shipped and delivered. This is a required field.
 - e. In the **Zipcode** field, type the zip code where the physical device(s) needs to be shipped and delivered. This is a required field.
 - f. The **State** drop-down menu should default to **TN**. If not, click the drop-down menu and select **TN**. This is the state where the physical device(s) needs to be shipped and delivered. This is a required field.
14. In the **Please provide request details** text box, type any information that leadership may need to consider in approving and/or fulfilling this IT ticket/request. For example, if requesting a new cell phone service, the user **MUST** provide an explanation if the service type is NOT T-Mobile. If additional accessories (such as phone cases, car chargers, power adapters, etc.) are needed, they may be requested by adding an explanation in this text box.
15. Use the **Attachments**-portion of the screen to upload relevant documents, if any. If none, advance to Step 16. If there are files to attach:

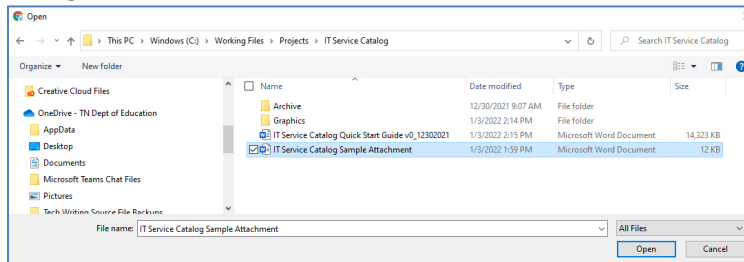
- a. Cursor over the **Attach file**-portion of the screen. The functionality highlights.



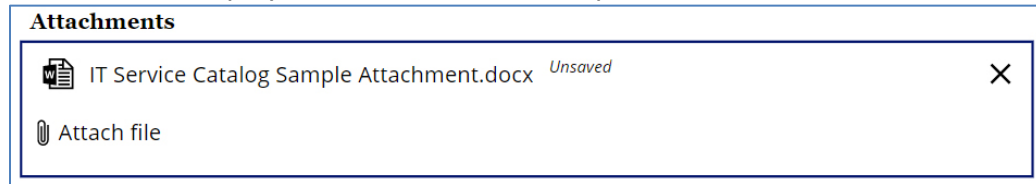
- b. Click the **Attach file** functionality. The Windows *Open* navigational pop-up screen displays.



- c. Navigate to file to be attached to the form.



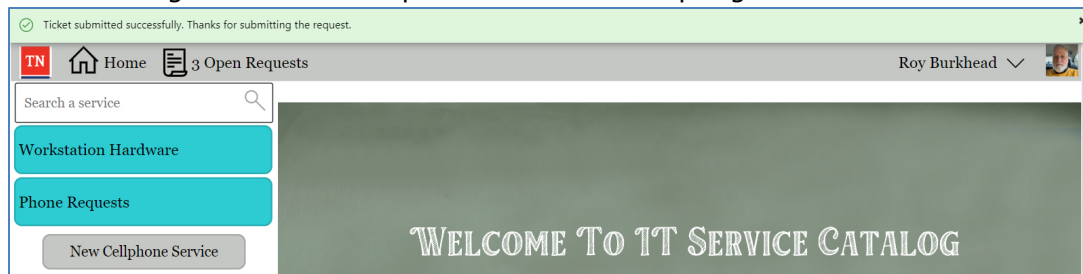
- d. Highlight the file and click the **Open** button. The *Open* screen closes, the file attaches and displays in the **Attachments**-portion of the screen.



- e. Repeat Step 15 as needed to attach any remaining files.

Note: Depending upon the nature of the hardware or service request, the form may contain additional fields not covered in these cell phone request form instructions. If this is the case, refer to Appendix B for additional field descriptions. In addition, the top of each form contains helpful form-specific documentation. Read each form description carefully for useful information.

- 16. Click the **Submit** button. The *IT Service Catalog* refreshes and briefly displays a green banner pop-up message near the top of the catalog, acknowledging that the request has been submitted successfully. Accordingly, the application displays an error message if there was a problem while attempting to submit the ticket.



- 17. Once the IT ticket/request is approved, the estimated order time for this specific hardware and service request is 10 business days. In addition, cell phone deliveries require a signature. The estimated service delivery time (if available) is included in the description of each product.

Note: If the user clicks the **Cancel** button at the end of the process or leaves the form before the process is completed, the application will clear all information entered. The information will be lost.

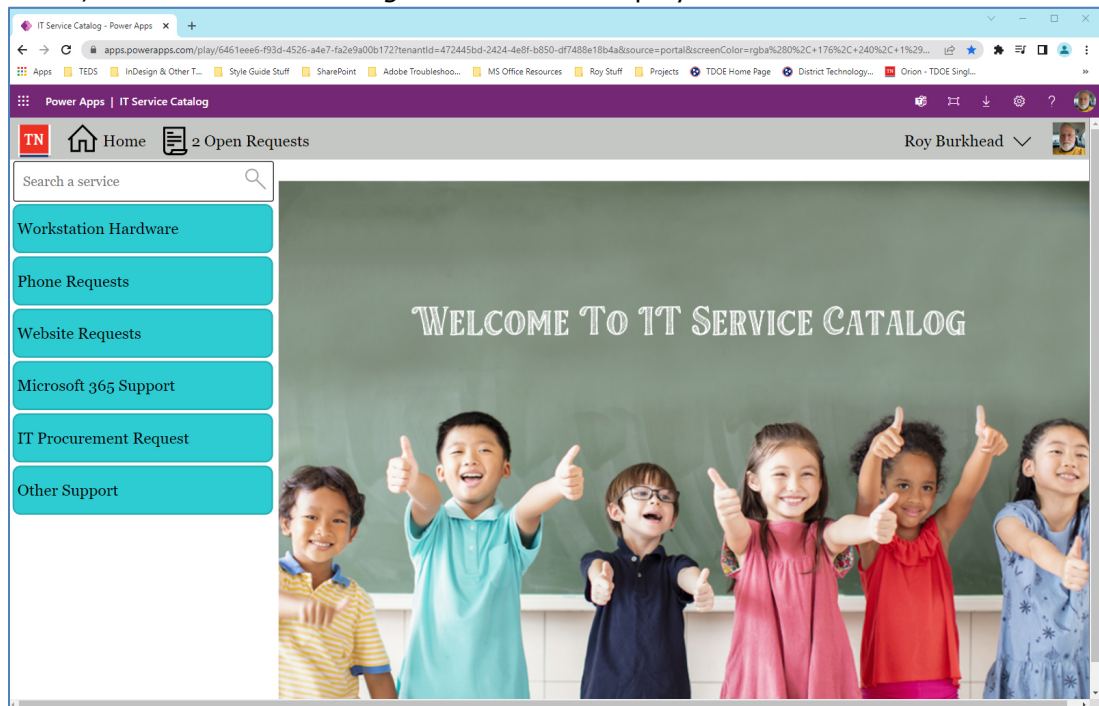
1.5 To Search for a Service

1.5.1 Overview

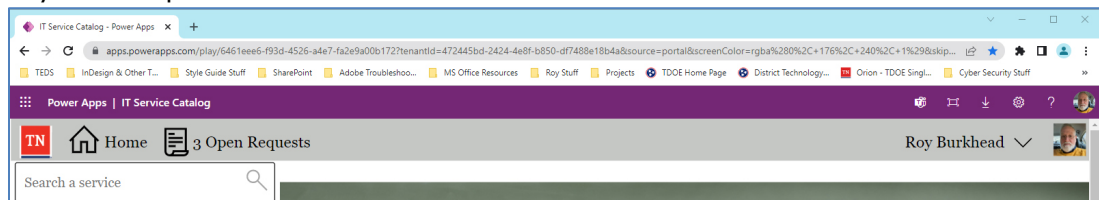
The IT service Catalog has limited search functionality compared to a traditional search engine. Here, the search engine understands all of the services that are available within the catalog’s offerings. As the user types a keyword, that plain English is cross-matched to the items in the search feature, and the application customizes the menu in the left-hand navigation pane, presenting any and all options that are possible matches. For example purposes, Section 1.5.2 walks a user through searching for an option to request a new computer monitor.

1.5.2 To Search for a Monitor Request (Example)

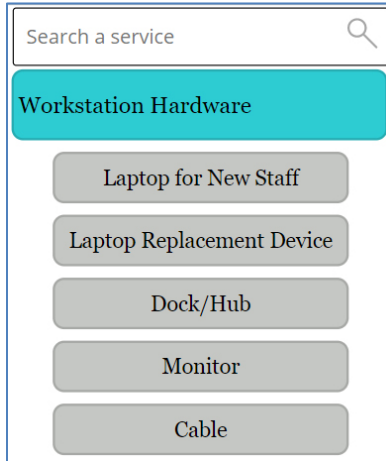
1. After a user clicks the **Service Catalog** button on the *TDOE State Technology Portal*, the *IT Service Catalog* launches and displays.



2. Click in the **Search a service** search field. The field enables and is ready for a keyword or phrase.



- For example purposes, this guide walks the user through the process of finding the service request entry for a new monitor, which is located within the **Workstation Hardware** menu, as illustrated below.



- In the **Search a service** field, type a word or phrase that represents the type of service for which you would like to submit a ticket. For example purposes, type **monitor**.



- As the field populates with the word, the IT Service Catalog’s menu customizes to display all possible choices, in this case the **Monitor** option within the **Workstation Hardware** menu, as illustrated above.

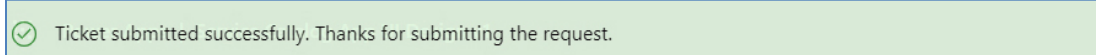
2 Tracking IT Tickets & Requests

2.1 Overview

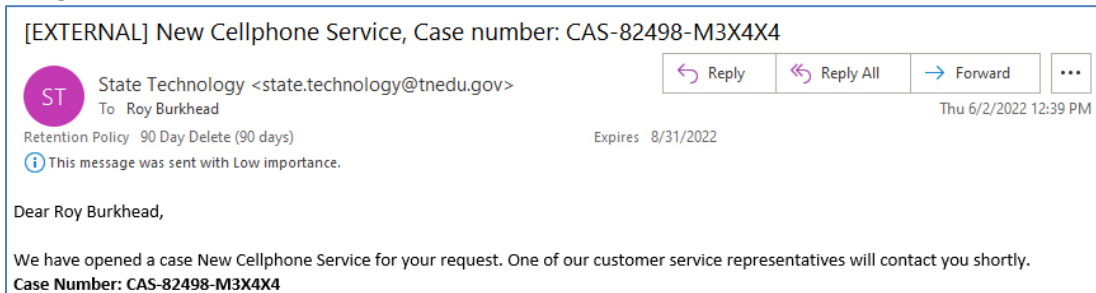
The IT Service Catalog includes functionality that allows users to track how many tickets are active and which ones are either resolved or canceled.

2.2 To Track an IT Ticket & Request

1. Once a form has been completed and submitted, the *IT Service Catalog* refreshes and briefly displays a green banner pop-up message near the top of the catalog, acknowledging that the request has been submitted successfully.



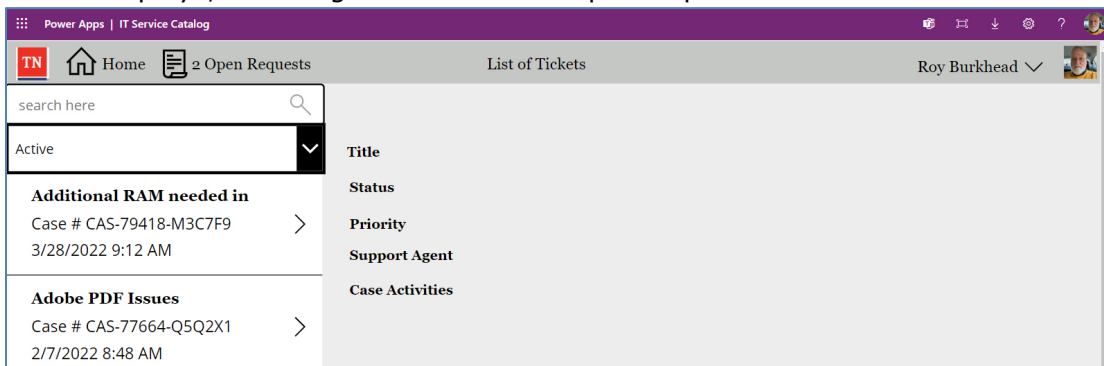
2. In addition, the application generates and sends an email to the TDOE employee requesting the device or service, alerting that user that a new case has been assigned.



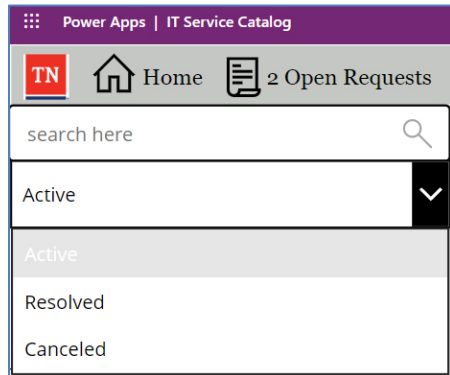
3. The pop-up message closes, and the user will be able to see a running tally of the tickets/requests that this user has in the system. In the below example, this user has two open requests.



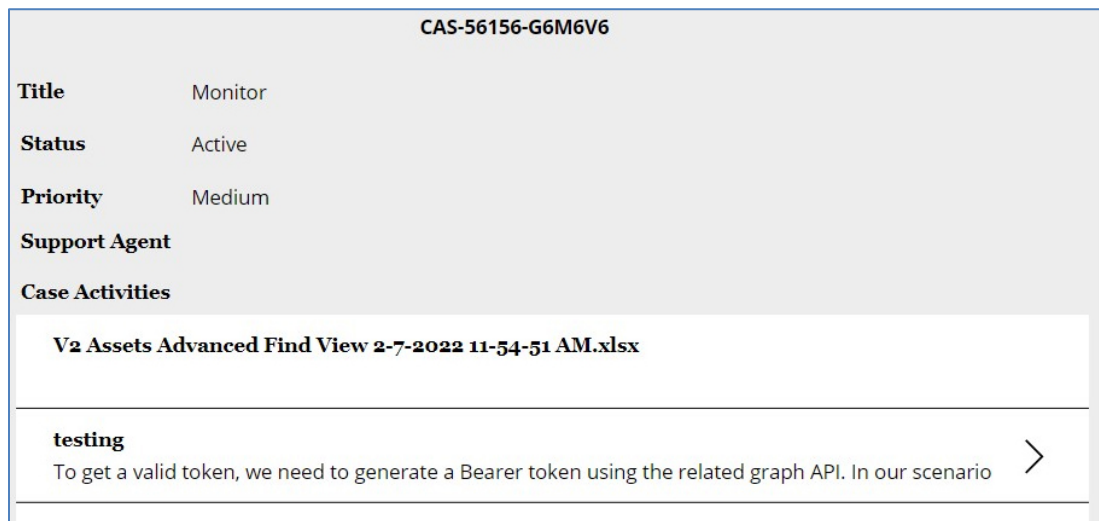
4. Click the page icon next to the number of open requests. The *List of Tickets* screen displays, including all of the user's open request.



- Click the drop-down menu in the left-hand column. The menu expands.



- Each ticket/request will have one of three statuses: active, resolved, or canceled. Highlight and select a specific status to limit the screen results to that type of ticket. (For example purposes, this guide documents active tickets/requests.) The drop-down menu closes, **Active** displays in the field, and the *List of Tickets* screen refreshes to include tickets with a status of Active.

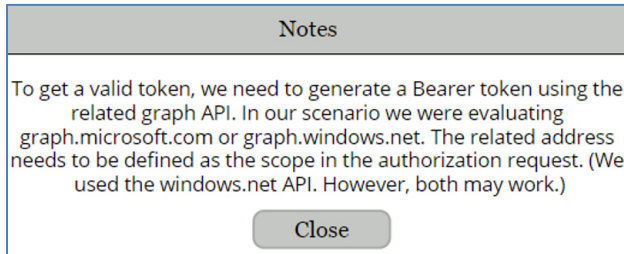


- Scroll through the list of available active tickets until the desired ticket displays. Click it. The ticket’s details populate the fields on the screen.

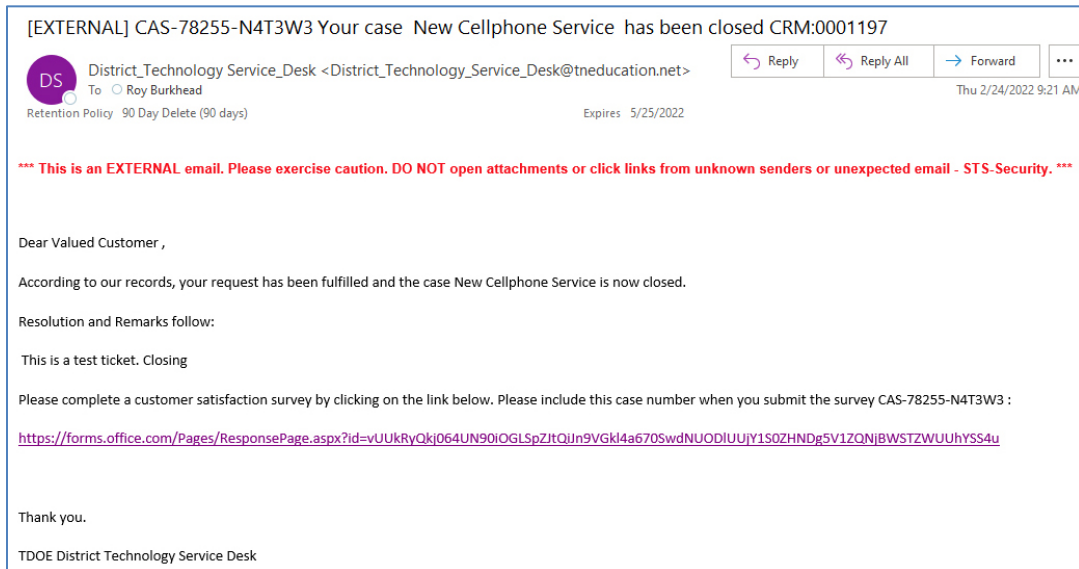
Field name	Description
Page Title	CAS-56156-G6M6V6: This will be the case assignment number assigned to this ticket/request.
Title	This field displays the type of ticket/request that was submitted. In this scenario, it was for a monitor.
Status	This field displays the status of the current ticket, which will be Active, Resolved, or Canceled.
Priority	This field populates with High or Medium. The application populates this field based upon the type of product or service being requested, i.e.: the way a user completed and submitted the initial request. For example, an escalation request would trigger a High priority. By default, Medium populates for most requests. A low priority may be set manually, if/as needed.

Support Agent	This field populates with the name of the IT support person who was assigned to this ticket.
Case Activity	This portion of the screen populates with each individual comment, or case entry, that the assigned IT support person makes during the request’s resolution process, including any attachments.

- To display the complete text in a specific case activity, click the **RIGHT ARROW** at the right-side of that activity. The *Notes* pop-up box for that case activity displays with the complete text. (Some activities, such as “attachments” will not display.)



- Once a support agent closes a ticket, the application generates and sends an email to the TDOE employee requesting the device or service, alerting that user that a new case has been fulfilled and is now closed.



3 Amendment History & Document Information

3.1 Amendment History

Version #	Modified Date	Modified By	Section, Page(s) and Text Revised
0.1	01/03/2022	Roy Burkhead & Lane Hansen	Original
0.2	02/24/2022	Roy Burkhead	Applied SME version 0.1 edits.
0.3	06/03/2022	Roy Burkhead & Lane Hansen	Sent SME edits from version 0.2 back to SME for additional mark ups.
1.0	06/15/2022	Roy Burkhead & Lane Hansen	Final

3.2 Document Information

Required Information	Definition
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Authors	Roy Burkhead & Lane Hansen
Owner	Steven Sanders

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Appendix A: Glossary of IT Ticket Types

Name	Description
AD Password Reset	IT request, used to have an employee's CA##### password reset, or to have the worker's RACFID reset. AD stands for Active Directory, which is the system in which network and email credentials are handled.
Audit Inquiry	IT request for IT information and/or IT support for an audit.
Azure Resource Request	IT request for general assistance or problem solving, with the MS Azure product.
Billing Inquiry	IT request for a report of State billing charges for IT services.
Cable	IT product request for a computer cable. In the additional information text box, specify what type of cable is needed (e.g. HDMI for connecting monitor to Hub). Once the request is approved, the estimated order time for this service is 2 business days for in stock cables. Note: For Middle TN employees, devices are to be picked up on the 10th floor of AJT, but devices may be shipped to East or West TN.
Cellphone Replacement	IT product request to replace a broken, lost, or stolen cellphone, or upgrade an existing device. Broken or stolen devices may be replaced with the same model or a different model, depending on availability. Once the request is approved, the estimated order time for this service is 10 business days. *Additional accessories such as phone cases, car chargers, and power adapters may be requested in the additional information box. Note: Phones may be picked up on the 10th floor of AJT or shipped to the employee's location. Phone deliveries require a signature.
Deskphone	IT product request for an IP deskphone. Deskphones are only approved for certain office spaces and meeting rooms. An IP phone makes phone calls through the state's standard voice and network services. Once the request is approved, the estimated order time for this service is 10 business days. If deskphones are out of stock, additional time may be needed for procurement.
Dock/Hub	IT Product Request for a laptop Dock/Hub. The Dock/Hub connects the laptop device to the power charger and other peripheral devices that are connected to the Dock/Hub without having to connect each device to the laptop individually. Once approved, the estimated order time for this service is 5 business days. Note: For Middle TN employees, items are to be picked up on the 10th floor of AJT, but devices may be shipped to East or West TN.
Domain Registration	IT request for registration of an Internet Domain Name. Provide information in the description box or attachment section. Once the request is approved, the estimated order time for this service is 5 business days.
EduDrive	IT request for technical support with the use of EduDrive. In the additional information text box, please provide the details of what you are needing assistance with. Once the request is approved, the estimated response time is 2 business days.

Jabber Softphone	IT product request for Jabber Softphone Service. This is software installed to place and receive calls directly from your computer. This includes voice calls, voicemail, and ad-hoc voice conferencing. Call recording may be added at an additional charge. A headset is highly recommended and can be purchased separately through the standard purchasing process. Once approved, the estimated order time for this service is 5 business days.
Laptop for New Staff	IT product request for a business laptop device for a new staff member. In the additional information text box, please note if a Dock/Hub, external Monitor, or any other peripheral devices are needed. Once the request is approved and all user accounts created, the estimated order time for this service is 5 business days. Note: For Middle TN employees, devices are to be picked up on the 10th floor of AJT, but devices may be shipped to East or West TN.
Laptop Replacement Device	IT product request for the replacement of an existing laptop device. If the device is not at the end of its 4-year lifecycle, it may be replaced with a similar model or with a newer model, depending on inventory availability. Please include the current device's purchase (REC) date from the label and the State Tag number. Once the request is approved, the estimated order time for this service is 5 business days. Note: For Middle TN employees, devices are to be picked up on the 10th floor of AJT, but devices may be shipped to East or West TN.
Microsoft Teams	IT request for technical support with the use of Microsoft Teams tools. In the additional information text box, please provide the details of what you are needing assistance with. Once the request is approved, the estimated response time is 2 business days.
Monitor	IT product request for an external monitor. The standard monitor is a 24" or 22" screen but may vary based on available inventory. Once approved, the estimated order time for this service is 2 business days. Note: For Middle TN employees, items are to be picked up on the 10th floor of AJT, but devices may be shipped to East or West TN.
MS Dynamics	IT request for general assistance or problem solving with the MS Dynamics product.
MS Forms	IT request for general assistance or problem solving with the MS Forms product.
MS Planner	IT request for general assistance or problem solving with the MS Planner product.
New Cellphone Service	IT product request for a new state iPhone cellphone and service. The standard cellphone is an iPhone, and the standard service provider is T-Mobile with Tethering. If there is documented evidence that T-Mobile does not have coverage in the primary work area, Verizon may be a substitute. Tethering is not standard with Verizon. Once approved, the estimated order time for this service is 10 business days. *Additional accessories such as phone cases, car chargers, power adapters may be requested in the "Additional Information" section. Note: Phones may be picked up on the 10th floor of AJT or shipped to the employee's location. Phone deliveries require a signature.

Outlook/Calendar	IT request for general assistance or problem solving with the MS Outlook/Calendar product.
PowerApps	IT request for general assistance or problem solving with the MS Power Apps product.
PowerBI	IT request for general assistance or problem solving with the MS PowerBI product.
SharePoint List	IT request for technical support with the use of SharePoint List. In the additional information box, please provide the details of what you are needing assistance with. Once the request is approved, the estimated response time is 5 business days.
Special Hardware Request	IT product request for specified hardware. Use drop-down menu to select hardware being requested. Once the request is approved, the estimated response time is 5 business days.
SSL/TSL Certificate	IT product request for adding or renewing an SSL/TLS Certificate. An SSL/TLS certificate enables encrypted, secure communication between web sites and their clients. Once approved, the estimated order time for this service is 7 business days.
TNShare Data Migration	IT request for technical support with the migration of data from the State Windows/Common Drives to TNShare. In the additional information box, please provide details of what is being migrated. Once the request is approved, the estimated response time is 10 business days.
TNShare Site or Page	IT request for technical support, to assist with the use of TNShare (TDOE's branded version of SharePoint). In the Additional Information text box, please provide the details of what you are needing assistance with. *Once approved, the estimated response time by the support agent is 2 days.
Standard Software Procurement	IT request for specified software. Use drop-down menu to select software being requested. Once the request is approved, the estimated response time is 5 business days.
Website Redesign	IT request for partial or complete redesign of the content, design, layout, or functionality of an existing website. In the additional information box, please provide the details of what needs to be updated, including requested completion date. You may also include relevant documents in the attachments box. Once the request is approved, the estimated response time to setup a design consultation is approximately 3 business days.
Website Update	IT request for updates to existing content on a website. In the additional information text box, please indicate what needs to be updated and on what date the update needs to "go live." Please provide the page link in the additional information text box and include relevant documents in the attachments section. Select the Do you need to escalate this request checkbox if it is urgent and needs to be completed ASAP. Small updates can be completed in 2 business days. Larger projects may require at least a week. Once the request is approved, the estimated response time is 1-2 business days, depending on size and urgency of the request.

Appendix B: IT Ticket Field Definitions

IT Ticket Field Name	Request Type	IT Field Description
Desk Location	Deskphone	Desk location where Desk Phone is to be installed.
Dock Station	Dock/Hub	This is a required field. Use this drop-down menu to select the type of Dock/Hub needed, based on the type of computer that the user has. The two choices are: 1) HP UltraSlim Docking Station USion; and 2) Dell WD19
EduDrive Link/Path	EduDrive	This is a required field. Paste the link or path to the EduDrive into this field.
Employee Start Date	Laptop for New Staff	This is a required field. Select the date that the staff member is expected to start work. This informs the person fulfilling the request as to when it is needed and needs to be activated.
Reason for requesting replacement	Laptop Replacement Deice	This is a required field. Use this drop-down menu to select the reason for the needed replacement. The three choices are: 1) Beyond 4 year lifecycle; 2) Runs slow/intermittent problems; and 3) Device no longer functional.
SharePoint Link/Path	SharePoint List	This is a required field. Paste the link or path to the SharePoint site in this field.
Software Product	Standard Software Procurement	This is a required field. Use this drop-down menu to select the type of software being requested. The three choices are: 1) Adobe Acrobat Pro DC; 2) Microsoft Visio; and 3) Other.
Support Topic	Microsoft Teams	This is a required field. Use this drop-down menu to select the type of support needed. The three choices are: 1) Team; 2) Meeting; and 3) Channel.
Team Name	Microsoft Teams	This is a required field. Enter the name of the existing Team in MS Teams or the name of the new Team the user wants created.
TNShare Link	TNShare Site or Page	This is a required field. Paste the link or path to the TNShare site that the user needs help with. Enter "NA" if this request is for a new site.
Source Link	TNShare Data Migration	This is a required field. Paste the link or path of the State Windows/Common Drives that currently contains the data that is to be migrated.
TNShare Destination	TNShare Data Migration	This is a required field. Paste the link or path to the TNShare site that the data is to be migrated.
Website URL	Website Update, Website Redesign, and SSL/TSL Certificate	This is a required field. Paste the Internet address for the site that the user is requesting help with, i.e.: https://www.tn.gov/education