



**IT Management Council – Fall Meeting**

# **TeamDynamix Demonstration**

**October 29th, 2019**

**Steven Meads – IT Service Management**

**Greg Van De Mark – TeamDynamix Administrator**

# **UW** River Falls

**DIVISION OF TECHNOLOGY SERVICES**

- **Why we're here**
- **Our environment**
- **Tool history in our environment**

- **Tool Administration**
- **Client Portal – Customer View**
- **Knowledge Base/Service Catalog – Customer View**
- **Technician View – Technician View**
- **Ticketing – Incident/Service Requests/Tasks**
- **Project Management**
- **Reporting/Dashboards**

**Won't cover:**

- **Asset**
- **Portfolio**
- **Workflows**
- **Resource Management**
- **Other modules/resources**

# Questions?

## Additional Resources

- TeamDynamix Knowledge Base
- Community resources
- Steven/Greg
  - [steven.meads@uwrf.edu](mailto:steven.meads@uwrf.edu)
  - [greg.van@uwrf.edu](mailto:greg.van@uwrf.edu)