

TEAMDYNAMIX ONBOARDING RESOURCES

As Technology Services teams prepare to onboard to TeamDynamix, the following resources should help inform and prepare you for the transition.

ONBOARDING PLANNING AND EXPECTATIONS

Meetings will be held with all teams to finalize onboarding timelines and details.

- **Onboarding Meeting #2 Agenda**
 - **What WILL and WON'T go live 8/1**
 - **Diagram of a Ticket Workflow**
 - **TDX Notification Screenshots**
- **Onboarding Meeting #3 Agenda**
- **Customer Communication Templates** *(for distributed units)**

**Email templates are available for distributed units to customize and send to their customers preparing them for the transition to the IT Service Portal.*

SUPPORT RESOURCES

TEAMS CHANNEL

Join the Teams Channel to ask questions, give feedback and review past training presentations.

- **ITxT - TeamDynamix Feedback and Support**

MEETINGS

Regular meetings are held each week. Plan to attend and share any questions or issues that arise.

- **Daily Standup Meeting at 8:30 a.m.**
- **Tuesday Open Office Hours at 2 p.m.**
- *Town Hall meetings will be held monthly*
 - **July 11 Town Hall Presentation Slide Deck**

DOCUMENTATION

These resources will help you know what to expect in TDX and prepare to use the new tool.

- **TDX Configuration Overview**
- **TDNext - Introduction and Working With Tickets**
- **Glossary of TDX Terms**