CNAS Instructional Technology Support Newsletter

Volume 1, Issue 11
January 8, 2021

TeamDynamix

Early last year, MSU began the implementation of a new Information Technology Service Management (ITSM) system called TeamDynamix (TD). It is comprised of several services. The first services implemented were a problem ticketing system, service catalog, and a knowledge base system. This year we are going to add inventory management services. In this newsletter I will highlight the problem ticketing system.

Problem/Service Request Tickets

A ticket can be generated by a user or a user support person. To create a ticket, a user starts at the Client Service Portal Home. The Client Service Portal is a great starting place for all kinds of technology help. On the left side of this page are buttons to request help, review requests you have already submitted, and a link to an article on how to submit a request. Underneath those buttons is contact information for the help desk as well as hours of operation. Next on that side of the page is information about getting help with classroom technology. There are links to Popular Services on the right side. Underneath that are announcements of planned outages. Clicking the black button labeled "How to Submit a Request" will take you to a step-by-step guide on how to request help and submit a ticket. View it here: How to Submit a Request. Your ticket request starts by browsing the service catalog by clicking at the Services link in the maroon bar at the top. Find the service you need help with. You can also search the catalog for your problem. When you find the appropriate service click the Request Help button on the left. The form should be filled out with your name and department. Complete the rest of the fields including the description of your problem/request. Click the Request button at the bottom to submit the request. Once you submit a request, a ticket is created in the system. It is automatically routed to the appropriate support group. Most of the time it is routed to the CNAS support group. We will review the ticket and assign it to a specific support person based on the request and the department you are in. You will get a confirmation email when you create the ticket as well as anytime the ticket is updated by a support person. If you reply to the email, your reply is added to the ticket and sent to the support person to whom the ticket is assigned. Once the request is completed you will get an email that the ticket has been closed. If you reply to that email the ticket will be re-opened.

You can still contact your support person directly by phone, email, or in-person to request help or ask a question, but they should create a ticket to track your request. If you don't get an email indicating a ticket was created, you contact your support person or me to confirm that a ticket was created. The ticket becomes an important way to track the status of your request.

Knowledge base

The Client Service Portal also includes a knowledge base (KB) of articles that may provide answers to your technology questions without creating a ticket. You can click the "Knowledge Base" link on the maroon bar at the top of the Client Service Portal. The KB is organized into categories that mostly line up with the service catalog. If you don't find an article that answers your question you can go to the service catalog to create a ticket. Also, if you find an article but you still need help, the bottom of every article includes a link to the service catalog where you can request further help.

Banner upgrade

This Sunday, January 10th, upgrades to the Banner system will be applied. This affects several systems. Specific times for the upgrades and system unavailability are:

- 6:00 AM – 6:00 PM. Banner and other systems reliant upon Banner will not be available during this time
- 7:00 AM – 11:00 AM. My Missouri State will not be available

For more information please read the details at Information Services Notifications and Outages