

Announcing the new IT Service Management tool: TeamDynamix ^[1]

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University Information Services has selected its new IT service management tool, TeamDynamix (TDX). In 2025, the tool will help manage the delivery of UIS services to customers.

After a rigorous evaluation process, TDX was chosen for its advanced features and ability to streamline UIS operations.

Key TeamDynamix benefits include:

- Self-service customer portal
- Improved communication and collaboration
- Better reporting and analytics
- Enhanced automation and efficiency

Many CU System departments helped to articulate the needs and requirements by which potential tools were evaluated. Thank you to the selection committee for their time and focus through meetings, demos and scoring: Jaya Vaidyanathan, Keith Lehigh, Kevin McCarty, Mike Monroe, Ridawn Cummings, Sridevi Bankupalli and Al Wirtes. Thank you to Kevin McCarty, principal ITSM engineer, for his leadership during this multi-phase project.

Contract negotiations resulted in significant savings to CU over the next five years and a flat rate for implementation support.

Employee Services and the Office of the Controller will also implement TDX as their replacement for Cherwell ticketing, with other departments able to opt in later.

UIS will take an iterative approach to migrating from Cherwell to TeamDynamix over the next 10 months. TDX will serve as a core part of the UIS IT service framework.

“We look forward to all the ways TeamDynamix will aid us in better serving our customers and the university,” said Scott Munson, chief information officer for CU System Administration and associate vice president of UIS.

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