



# OneIT TeamDynamix (TDX) Implementation

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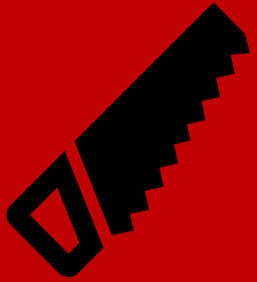
**TeamDynamix**

- Scope
- Timeline
- Overview

The scope of this project is to implement TeamDynamix (TDX) as the Ticketing System for Service Management. Phase 1 will replace UofL's ITS JIRA product for Central IT and will include some self-service Knowledge Base capabilities.

The implementation plan is a staggered approach which will allow colleges, departments and unit technology services to add services after implementation so that all OneIT will be in TDX.

TeamDynamix Implementation Project Timeline												
Production Dates												
Department	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
ITS Central Office												
Workday Central Offices												
Cayuse/iRIS												
ULPD - Door Access Form only												
OneIT *can be implemented any time during this period												
Brown Cancer Center												
Human Resources - Customer Service Team												
School of Engineering												
School of Education												
Advancement												
School of Dentistry												



# Overview



## ONE IT Service Desk





Report an issue



Request a Service



View Your Tickets



Ask a Question



Chat with IT Support



How to Report Phishing



View all Services



UL2FCTR Self Help



Browse the Knowledge Base



Research Computing

## Ticketing Details











Subject \* 

Please describe the situation in three to five words

Please describe the nature of your incident 

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x<sup>2</sup>
I<sub>x</sub>

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12

Attachment 


Browse... No file chosen

Secondary Contact 

Start typing...



## Requestor Information


Requestor 


Acct/Dept \* 


IT Services




Submit









 Andrea Williams

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## Service Catalog

### Categories (8)





**Administrative and Business**  
Services that support the administrative and business functions of the university as an institution. Our management includes business







**Communication and Collaboration**  
A wide variety of services that facilitate institutional communication and collaboration







**Desktop and Mobile Devices**  
Support for university-owned end-point devices, including laptops, desktops, mobile devices, and related peripherals that are not printing-related.







**Networks, Storage and Servers**  
Foundational services that support the operation and management of UofL's enterprise technology environments - including data center







**Research Computing**  
Supporting the University of Louisville's research community by providing access to cutting-edge computing and storage infrastructure, expert







**Information Security**  
Services that provide security, data integrity, and compliance for institutional technology activities. Includes identity and access management.






**IT Professional Services**  
People-based services that support the management of One IT for UofL community. Comprises consulting services not identified in





**Teaching and Learning**  
Services providing technology and resources directly supporting teaching and learning and environments for academic pursuits. Includes



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## Search 4 Results

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You are currently not logged in and some search results only show up if you login.

### OnBase

[Knowledge Base](#) / [Administrative and Business](#) / [Content & Document Management](#)

**OnBase** is an enterprise system for digital document management at the University of Louisville. ... **onbase** ... **OnBase**: How to Access and Use Document Management Before You Begin You must have an **OnBase** account. Request access from your supervisor or authorized department contact. Add...

### OnBase Services

[Services](#) / [Administrative and Business](#) / [Content & Document Management](#)

**OnBase** is an enterprise information platform for document management, image capture, and creating a workflow to support the storage of official business records. ... **onbase** **onbase** ... Introduction **OnBase** is one of the University of Louisville's enterprise platforms, designed to streamline document storage, retrieval and workflow automation across departments. **OnBase** supports...

### OnBase Services


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**OnBase** is an enterprise information platform for document management, image capture, and creating a workflow to support the storage of official business records.


### Report a Problem (OnBase Services)

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**OnBase** is an enterprise information platform for document management, image capture, and creating a workflow to support the storage of official business records.







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## OnBase Services


[system](#) • 
 [management](#) • 
 [onbase](#) • 
 [document](#) • 
 [content](#) • 
 [paperless](#) • 
 [digital](#) • 
 [OnBase](#)

### Introduction

OnBase is one of the University of Louisville's enterprise platforms, designed to streamline document storage, retrieval and workflow automation across departments. OnBase supports the university's academic, administrative and operational goals by providing secure, centralized access to official records and business processes.

### Details

OnBase services are delivered through a secure, role-based platform accessible via the university's network. Services are categorized by function (document management, workflow automation, records retention) and user role (staff, faculty, administrators).


- Service Request Procedures:** Users may request access or workflow changes via a service ticket.
- Support Contacts:** ITS HelpDesk, OnBase Support Team, departmental IT representatives.
- Associated Documentation:** Training guides, workflow request forms, and FAQs are available for users.


### Key Features

- Secure document capture, indexing, and retrieval
- Automated workflows for approvals and routing
- Integration with systems like PeopleSoft and Workday
- Role-based access control and audit trails
- Support for electronic forms and digital signatures
- Centralized storage of official university records

### Benefits

- Reduced paper usage and manual data entry
- Faster processing of administrative tasks
- Improved compliance with data retention policies
- Enhanced collaboration across departments
- Real-time access to documents and workflows
- Scalable platform for expanding business needs


[Request Service](#)


[Report a Problem](#)

Service Offerings (2)

OnBase Services

[Report a Problem \(OnBase Services\)](#)

Attachments (0)

No files found.

Search
To Excel
Print

Search

ID

Status Class
New, In Process, On Hold

Acct/Dept

Created Date
 from  to

Reviewer

Due Date
 from  to

Service(s)

☒ Include requests that I am listed as a contact on

☐ Include requests from my accounts / departments

Service Offering(s)

ID	Title	Acct/Dept	Service	Service Offering	Status	Reviewer	Requestor	Modified
3090042	<b>Human Resource Systems (Generic)</b>	Human Resources (1300000001)	WorkdayHR System Management	WorkdayHR System Management	On Hold		Janet Tomazin	Mon 10/13/25 4:29 PM
3162869	<b>Out of office messages being added to tickets as comments</b>	IT Services	Collaboration Tools - TeamDynamix	Report a Problem (Collaboration Tools - TeamDynamix)	New		Andrea Williams	Mon 10/13/25 2:58 PM
3163059	<b>MAC - Drag and drop</b>	IT Services	Collaboration Tools - TeamDynamix	Report a Problem (Collaboration Tools - TeamDynamix)	In Process		Andrea Williams	Mon 10/13/25 2:55 PM
3092698	<b>Workday data grouping needed for TDX</b>	IT Services	WorkdayHR System Management		In Process		Andrea Williams	Mon 10/13/25 2:45 PM
3090017	<b>Human Resource Systems (Generic)</b>	IT Services	WorkdayHR System Management	WorkdayHR System Management	On Hold - Awaiting Customer Response		Andrea Williams	Mon 10/13/25 2:42 PM



# Questions?

# Appendix – Team Members



## Application Security

**Angel Batista Viamonte**  
**Bob Waters**  
**Chris Weaver**  
**Linda Krauth – Lead**

## Change Management

**Bob Waters**  
**Brad Andersen**  
**Dave Baugh - Lead**  
**Dave Cox**  
**Ira Oehler**  
**Kevin Ledford**  
**Leslie Osting**  
**Sherry Roark**

## Client Portal

**Anna Wiegel**  
**Chris Wooton**  
  
**Jordan Neumann**  
**Max Pisaryk**  
**Neil Gallacher**  
  
**Sara Northerner - Lead**

## Incident

**Alex McWilliams**  
**Alicia Dunlap**  
**Angela Yates**  
**Brad Andersen - Lead**  
**Ignacio Bravorjas**  
**Jason Perkins**  
**John Bartley**  
**Lance Rigney**  
**Sherry Roark**  
**Tami Caldwell**  
**Taylor Smith**  
**Tom Cockerel**  
**Vicki Harpe**



## Integrations

**Angel Batista Viamonte**  
**Bob Waters- Lead**  
**Brandon Gaddie**  
**Chris Pierce**  
**Ira Oehler**  
**Linda Krauth**  
**Mahesh Damarched**  
**Mike Purcell**  
**Shane Nuckolls**

## Knowledge Base

**Alex McWilliams**  
**Arielle Clark**  
**Chris Weaver**  
**Jordan Neumann**  
**Luke Smith**  
**Neil Gallacher**  
**Sara Northerner - Lead**

## Service Requests

**Alex McWilliams**  
**Angela Yates**  
**Brad Andersen**  
**Cheryl Capito-Paul**  
**Danielle Eckert**  
**David Aylor**  
**Emily Baker-King**  
**Ethan Yehud**  
**Jason Perkins**  
**Jeanne Draper**  
**Karlís Kaugars - Lead**  
**Katy Vitale**  
**Lisa Dorsey**  
**Mani Vangalur**  
**Neil Gallacher**  
**Sherry Roark**  
**Tom Cockerel**

## Service Catalog

**Alex McWilliams**  
**Brad Andersen**  
**David Aylor**  
**Jason Perkins**  
**Karlís Kaugars - Lead**  
**Mani Vangalur**  
**Neil Gallacher**  
**Sara Northerner**  
**Tom Cockerel**



## Enterprise Security

Ethan Yehud - Lead

Leslie Osting

## Asset Management

Alex McWilliams

Bob Gueltzow

Dan Delaney

Dave Baugh - Lead

Dave Cox

David Aylor

Ira Oehler

Jason Perkins

Jay Barbee

Kevin Ledford

Levi Walton

Lisa Payne

Mike Dyre

Neil Gallacher

Taylor Smith

Tim White

Tom Cockerel

## Teams





Thank You!

