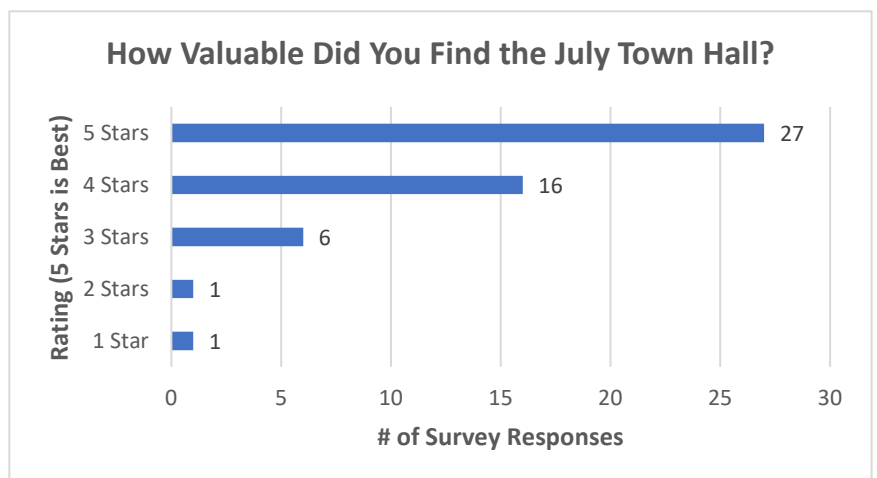
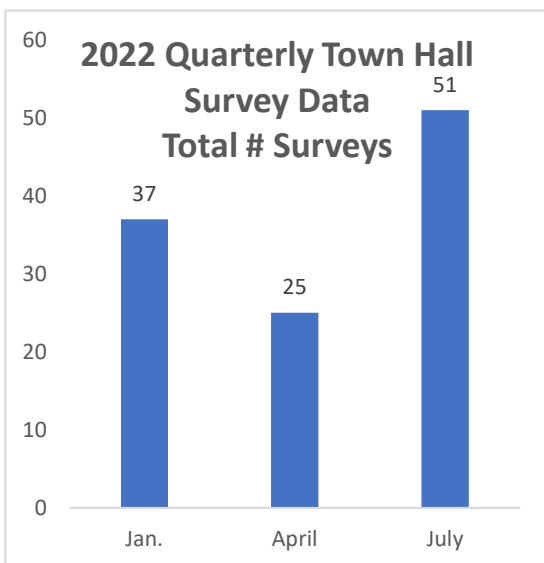
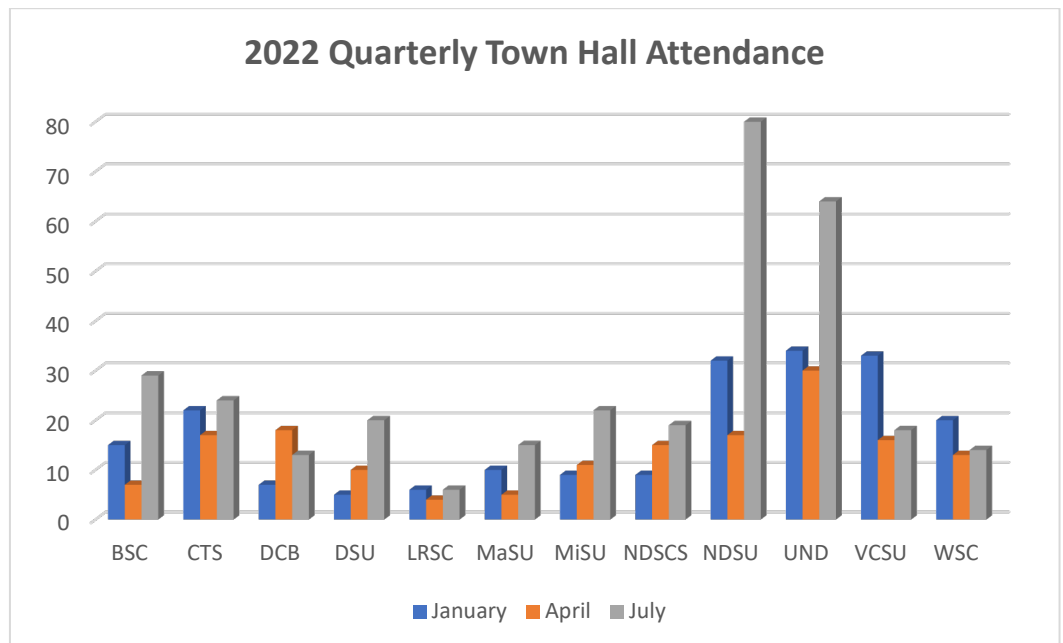
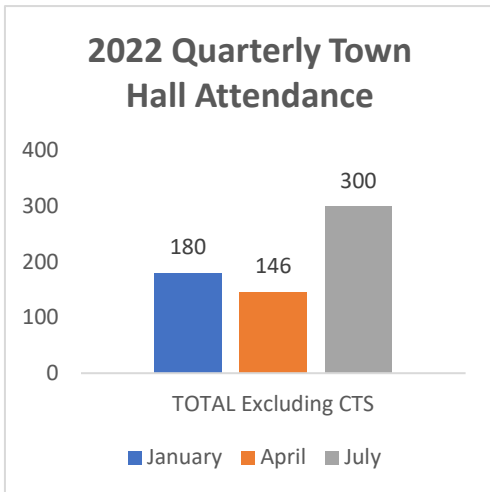


Overall Summary

The North Dakota University System (NDUS) institutions and Core Technology Services (CTS) completed the third of four Town Halls scheduled in 2022. July's Town Hall focused primarily on the new TeamDynamix Portal and changes related to the Service Desk, Incident Management, and Service Request Management launch on July 26th.



Find the July Town Hall minutes as well as more Town Halls and ServiceOne information at tiny.ndus.edu/ServiceOne.

Town Hall Follow-up Items

Campus Question

Response

<p>TeamDynamix Portal I had mentioned that it would be helpful to open in new windows, is that a browser change or on your end?</p>	<p>This Focus Group feedback was incorporated into the new portal design along with a couple other Focus Group recommendations:</p> <ul style="list-style-type: none"> • Enlarged the descriptive text on the 4 major portal buttons. • Added the time zone for Service Desk hours. • Clarified some of the field names and help text on the Incident form. • Modified portal button links to open in a new tab. • Provided a brief troubleshooting checklist to review prior to reporting an Incident on the Report an Incident landing page. • Tagged Service Request forms with additional words to aid in searchability. <p>You can also control + click to open in new window.</p>
<p>TeamDynamix Portal I wish I could rename my tickets instead of Blackboard Learn Service Request</p>	<p>A CTS employee contacted the user and explained that CTS will need additional time to determine the best solution to this issue.</p>
<p>Next Town Hall Date in October What day do you plan on having the in-person Town Hall at BSC in October?</p>	<p>Your BSC Campus Liaison, Carol Flaa, will be sending out meeting notices once the date is confirmed. Town Halls are typically scheduled on the 3rd Friday of the first month in the quarter, but dates may need to be changed to accommodate travel time.</p>
<p>ND HEUG Conference Oct 18 & 19 @ BSC Do we need to register or just attend or how does one go about joining?</p>	<p>Instructions and registration links will be sent in late August via numerous communication channels such as listservs and User Group forums. All are welcome to attend. For further information, please contact Thomas McNaughton.</p>
<p>GT eForms Is there a way to have downloadable GT eForms or some way to track them? Once you hit that submit button things disappear.</p>	<p>A CTS employee reached out to the user and answered the questions after the Town Hall. Below is the response: You can track a submitted GT eForm by using the search feature. When you use the Evaluate, View, Update sections on the eForms tile; you can use any of the search criteria in the search area to populate intended results. Any of the fields on the Search area in a tile are optional. Please refer to our GT eForms Training Documentation located at: https://tiny.ndus.edu/ndus-gteforms.</p>