



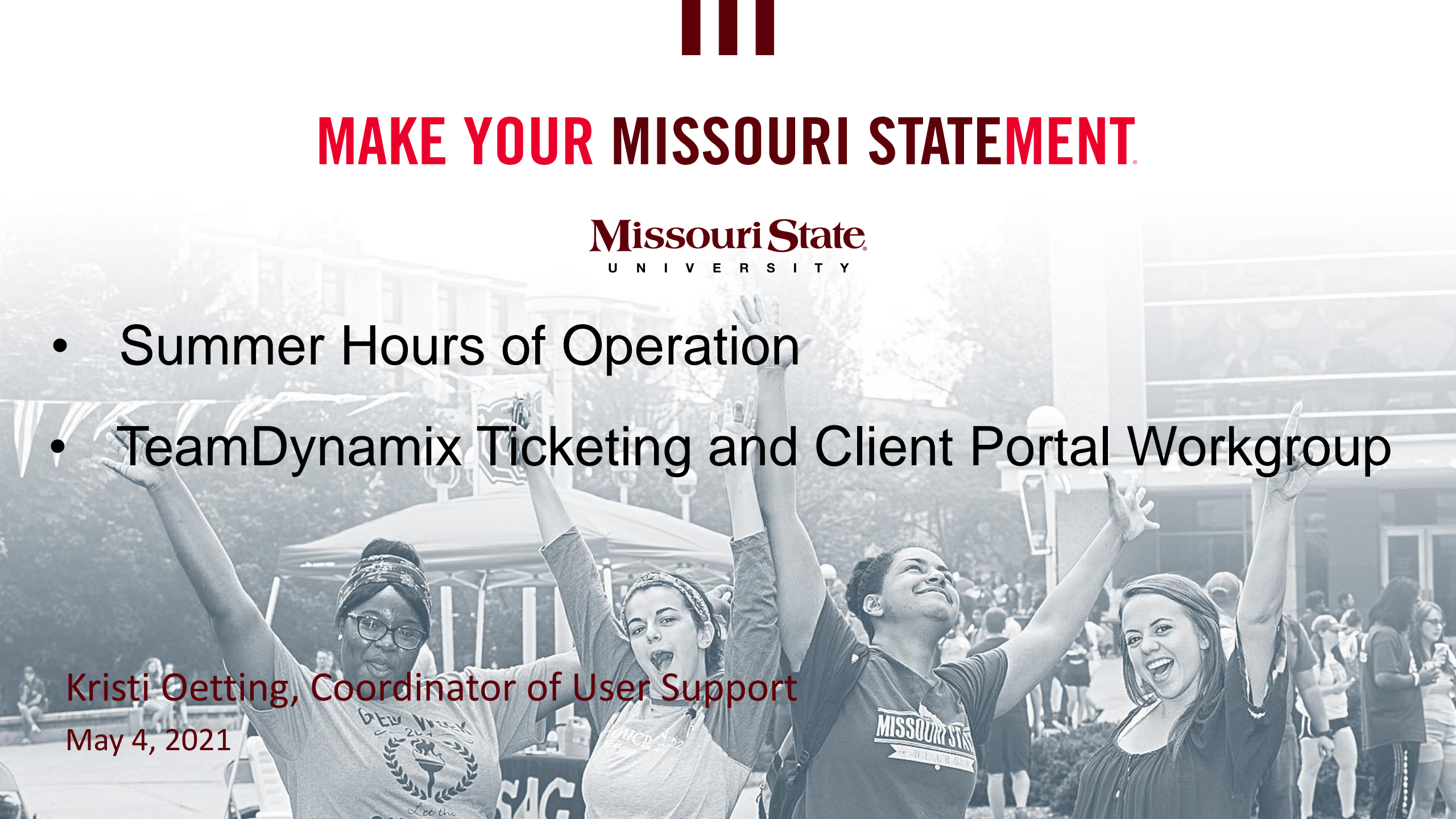
MAKE YOUR MISSOURI STATEMENT.

Missouri State
UNIVERSITY

- Summer Hours of Operation
- TeamDynamix Ticketing and Client Portal Workgroup

Kristi Oetting, Coordinator of User Support

May 4, 2021



Finals Week Hours of Operation

FRIDAY, MAY 7 – SUNDAY, MAY 16

	Service Desk (call, email, chat)	Library 105 Computer Lab	Glass 229 Computer Lab	Cheek 150 Computer Lab
Fri. May 7 (Study Day)	8am-6pm	8am-6pm	8am-5pm	8am-5pm
Sat. May 8	Noon-6pm	Noon-6pm	CLOSED	CLOSED
Sun. May 9	Noon-9pm	Noon-Midnight	CLOSED	CLOSED
Mon. May 10	8am-9pm	8am-Midnight	8am-5pm	8am-5pm
Tues. May 11	8am-9pm	8am-Midnight	8am-5pm	8am-5pm
Wed. May 12	8am-9pm	8am-Midnight	8am-5pm	8am-5pm
Thurs. May 13 (Commencement)	8am-9pm	8am-10pm	8am-5pm	8am-5pm
Fri. May 14 (Commencement)	8am-6pm	8am-6pm	8am-5pm	8am-5pm
Sat. May 15	Noon-6pm	CLOSED	CLOSED	CLOSED
Sun. May 16	Noon-9pm	CLOSED	CLOSED	CLOSED

Summer Hours of Operation

SERVICE DESK (CALL, EMAIL, CHAT)

Summer Intersession 5/17-6/6

Mon	8am-9pm
Tue	8am-9pm
Wed	8am-9pm
Thu	8am-9pm
Fri	8am-6pm
Sat	CLOSED
Sun	Noon-9pm

Summer 6/7-8/1

Mon	8am-9pm
Tue	8am-9pm
Wed	8am-9pm
Thu	8am-9pm
Fri	8am-6pm
Sat	Noon-6pm
Sun	Noon-9pm

Closed: Memorial Day Holiday and Independence Day Holiday Weekend

Summer Hours of Operation

OPEN-ACCESS COMPUTER LABS - CHEEK AND GLASS CLOSED

Library 105

Summer Intersession 5/17-6/6

Mon	9am-6pm
Tue	9am-6pm
Wed	9am-6pm
Thu	9am-6pm
Fri	9am-6pm
Sat	CLOSED
Sun	CLOSED

Library 105

Summer 6/7-8/1

Mon	8am-9pm
Tue	8am-9pm
Wed	8am-9pm
Thu	8am-9pm
Fri	8am-6pm
Sat	Noon-6pm
Sun	Noon-9pm

Closed: Memorial Day Holiday and Independence Day Holiday Weekend

TeamDynamix

TICKETING AND CLIENT PORTAL WORKGROUP

Purpose

To continue our progress with the ITSM Ticketing and Client Portal Applications. The focus is on refining the Service Catalog, Knowledge Base, and Client Portal, with the goal to continue adoption of TeamDynamix as the university's one-stop technical support portal.

This Workgroup is tasked with

- Gathering End User and Technician feedback on what is working and what is not working
- Reviewing the organizational structure, navigation, and user interface
- Determining standards and best practices
- Advancing Technician and Unit resources, including Reports and Surveys
- Promoting End User adoption

TeamDynamix

TICKETING AND CLIENT PORTAL WORKGROUP

Gathering End User and Technician feedback

End user feedback

- Client Portal link
- Targeted group presentations
- Surveys (Planned)

Technician feedback

- Monthly workgroup meetings
- Workgroup Teams channel

TeamDynamix

TICKETING AND CLIENT PORTAL WORKGROUP

Reviewing the organizational structure, navigation, and user interface

Service Catalog Subgroup

- Service Catalog organization
- Request Forms and Automation rules
- Review of Client Portal user interface (Planned)
- Organization review of Knowledge Base articles (Planned)
- Determine a review cycle for Service Catalog and Knowledge Base (Planned)

TeamDynamix

TICKETING AND CLIENT PORTAL WORKGROUP

Determining standards and best practices

Technician Best Practices Subgroup

- Creating a Technician Best Practice document
- Standardized Ticket Statuses

TeamDynamix

TICKETING AND CLIENT PORTAL WORKGROUP

Advancing Technician and Unit Resources

- Providing feature demos during monthly meetings
- Determine unit resource/reporting needs (Planned)

TeamDynamix

TICKETING AND CLIENT PORTAL WORKGROUP

Promote End User adoption

Marketing/Communications Subgroup

- Presentations to targeted groups
- Expand informational materials (Planned)
- Blog posts/Inside Missouri State (Planned)
- New Student and New Employee videos (Planned)
- Work with referring areas, such as Admissions and Student Success (Planned)