ServiceOne Status Report
July 2022
Last updated on 8/9/22

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Please contact betsy.watts@ndus.edu with report questions/updates
ServiceOne Program – July 2022 Highlights

<table>
<thead>
<tr>
<th>Practices Launched on July 26th</th>
<th>Work Instructions Approved</th>
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<tbody>
<tr>
<td>• Service Desk</td>
<td>• Incident Management (P2-P4)</td>
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<td>• Incident Management</td>
<td>• Service Desk</td>
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<td>• Service Request Management</td>
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- **Town Halls:** July’s attendance and survey responses both doubled from April’s. The session covered the new TeamDynamix Portal and the July 26th Go Live details for the Service Desk, Incident Management, and Service Request Management (SD/IM/SRM) Practices.
- Conducted SD/IM/SRM **Training Sessions** for CTS; Departmental CTS **Subject Matter Experts** were identified and trained.
- Numerous **Communication and Training** reference materials were developed and posted on [tiny.NDUS.edu/ServiceOne](https://tiny.NDUS.edu/ServiceOne) relating to the SD/IM/SRM Launch.

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**Service Desk**
1-833-955-5522
Extended Hours
7:30 AM – 6 PM CT
[CTS.NDUS.edu/Help](https://CTS.NDUS.edu/Help)