

# ServiceOne Status Report

## July 2022

Last updated on 8/9/22

**Submitted by:**

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# ServiceOne Program – July 2022 Highlights

Practices Launched on July 26th	Work Instructions Approved
<ul style="list-style-type: none"><li>• Service Desk</li><li>• Incident Management</li><li>• Service Request Management</li></ul>	<ul style="list-style-type: none"><li>• Incident Management (P2-P4)</li><li>• Service Desk</li></ul>

- **Town Halls:** July's attendance and survey responses both doubled from April's. The session covered the new TeamDynamix Portal and the July 26<sup>th</sup> 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.

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