

# Leading Learning Award

## September 2026



This summer, the Technology Services department transitioned its service management platform from SolarWinds Help Desk to TeamDynamix (TDX). The service management platform is the lifeblood of the IT department, centralizing, automating, and standardizing how we deliver support to the staff and students we serve.

To say Bill played a major role in this project's success would be an understatement. From the project's inception, Bill helped the team conduct a product search, select a vendor, and co-lead the development of our new Knowledge Base. In addition, Bill took a lead role in setting up and configuring the new system. Through these efforts, Bill's leadership, technical expertise, and commitment to the project's success truly stood out to the rest of the team.

Among Bill's many contributions:

- \* Implemented an innovative user interface for the TDX service portal.
- \* Supported the entire department by providing guidance and sharing best practices for using TDX.
- \* Developed creative, out-of-the-box solutions when our needs extended beyond the native capabilities of the TDX platform.
- \* Created an automated support bot for the TDX portal, providing users with another way to quickly find the assistance and information they need.

Bill's contributions went well beyond completing assigned tasks. He took ownership of challenges, found solutions, and helped others become successful with the new platform. His work was instrumental in making the transition to TDX a success for the Technology Services department.