



Complete and submit this form, along with any supplemental documentation, to the Office of the President by 5:00pm on the seventh day prior to the Board meeting.

Date of Board Meeting: March 25, 2025

Subject: Ticketing System - TeamDynamix

Recommendation: Approve Purchase of Ticketing System - TeamDynamix

Background and Rationale:

Our current ticketing system, which has been in use for an extended period, is free of charge but comes with significant limitations that hinder the efficiency of our helpdesk support operations. The system is no longer under vendor support, and as a result, we often encounter technical difficulties. The platform is prone to issues, which disrupts our operations and creates additional challenges for our IT team to address the system's issues. Moreover, the lack of ongoing support means that we are responsible for troubleshooting and resolving problems independently, which has become increasingly time-consuming.

We use the following criteria – features and functionality, ease of use, scalability, support, and cost-effectiveness to assess a new ticketing system that will improve our operational support effectiveness.

Based on the comparison of TeamDynamix with other ticketing software options, TeamDynamix was selected as the preferred solution. The cost will cover all expenses associated with the implementation of TeamDynamix along with a 5-year maintenance agreement.

Cost and Budgetary Support: \$76,780 (to be transferred from the MIS Fund)

Strategic Priority Alignment:

<input type="checkbox"/> Student Success	<input type="checkbox"/> Community Impact
<input type="checkbox"/> Resource Optimization	<input checked="" type="checkbox"/> Institutional Excellence

Resource Person(s): Kettida Vasiknanon; Vice President of Information Technology

Signatures:

Cabinet-Level Supervisor

2/24/2025

Date

President's Approval:

President

2-24-25

Date