

BOARD AGENDA ITEM

Information/Discussion: _____
Future Action: _____
Action: X

Item: TeamDynamix ITSM software
Submitted by: Tim Lillis
Recommended by: Glen Finkel

Date: 11.10.2025
Board Meeting Date: 11.17.2025

RECOMMENDATION:

It is recommended that the Kent ISD School Board approve the purchase of the TeamDynamix IT Service Management (ITSM) and Project Portfolio Management (PPM) platform under a five-year subscription agreement. The total expenditure for Year 1 is \$70,000.00, covering software licensing and essential implementation of support services. This purchase will be made through the Omnia Partners cooperative contract.

BACKGROUND:

Since 2017, Kent ISD Technology Services has utilized SolarWinds Service Desk for IT service management. The organization now requires a modernized platform to standardize, manage, and scale its support operations beyond the IT department.

The TeamDynamix platform will serve as the centralized Service Management solution, replacing SolarWinds and enabling the Kent ISD to:

- Extend Work Order Management: Provide modern ticketing and service catalog capabilities to other departments (e.g., HR, Student Services, Communications) to streamline their internal processes.
- Transition to Site Licensing: Move from the current named-user licensing model used with SolarWinds to a more scalable site-based licensing model with TeamDynamix, allowing for cost-effective deployment across all Kent ISD staff.
- Standardize ITSM: Centralize IT service desk ticketing, incident, and problem management into one consistent platform.
- Formalize Project Portfolio Management (PPM): Strategically prioritize, track, and manage all technology initiatives across the organization.
- Centralize Asset Management: Improve inventory and lifecycle tracking for IT assets.

The financial commitment is structured as a five-year subscription agreement, billed annually. The initial pricing is discounted and then steps up to normal pricing over the five-year contract.

The 5-year breakdown is as follows:

License Pricing - 60 Month Agreement					
Cost Items	Year 1	Year 2	Year 3	Year 4	Year 5
Unlimited Universal Users- TDX Work Management Site License	\$ 55,000.00	\$ 64,000.00	\$ 73,000.00	\$ 75,190.00	\$ 77,445.70
Conversational AI for IT					
Vanity URL					
Licensing Totals:	\$ 55,000.00	\$ 64,000.00	\$ 73,000.00	\$ 75,190.00	\$ 77,445.70

Professional Services Fees	
Cost Items	Year 1
Implementation: ITSM/CAI	\$ 15,000.00
Professional Services Totals:	\$ 15,000.00

	Year 1	Year 2	Year 3	Year 4	Year 5
Total Price:	\$ 70,000.00	\$ 64,000.00	\$ 73,000.00	\$ 75,190.00	\$ 77,445.70