

TeamDynamix – Change Management Implementation

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Background

- ITS Department has 28 staff members
- Went live incident, requests and knowledgebase with TeamDynamix in July 2021, migrated from ServiceNow
- Needed a Change Management system for ITS



What is IT
Change
Management?



Change

Change Management is the set of processes that oversee an addition, modification, or removal of any component of an IT system.

Why Change Management?

- Benefits of change management include minimizing disruptions, prioritizing changes, and better planning.
- Erie needed better communication, discussions and documentation of changes being made.



Goals

- Adoption by ITS
- Documented IT Changes
- Alerts to College Community
- Internal discussions regarding changes and priorities



The Implementation Team

- The Team consisted of 12 IT Staff members in the User Services and Network Infrastructure areas.
- Three of the Team Members were Directors
- Strong opinions on the workflow, ease of use and function as guiding principals.



Teamwork (makes the dream work)

- First couple of meetings were lots of discussion, challenging views
- Communication was key, make sure voices were heard and incorporated
- Stay out of the “weeds” and focus
- Developed a conceptual workflow as starting point.

Change Form

Classification: Change

Form *

 Reset

Please do not use this form for ERP/Workday requests.

Requestor *  

 Q X

Notify Requestor

Acct/Dept * 

 Q X

Location * 

 Q X

Select below if entire college community needs to be notified:

 ▼

Change Type Definitions

- Minor:** Low risk changes that have no or low impact to services that are not critical and thus only need minimal governance.
- Major:** Moderate to high-risk changes that will have a significant impact to services and require review, communication, and coordination.
- Emergency:** Changes that require quick implementation typically to address a significant outage or other urgent matter. These have a streamlined approval.

Change Type *

 ▼

Description of Change Requested ?

Format Font Size A B I U S x₂ x² I_x

☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷

Reason for Change Request

Attachment ?

Browse... No file chosen

Service * ?

Start typing... ▾ 🔍 ✕

Service Type * ?

Start typing... ▾ 🔍 ✕

Responsible ?

Start typing... ▾ 🔍 ✕

Notify Responsible

Change Start Date ?

Change End Date ?

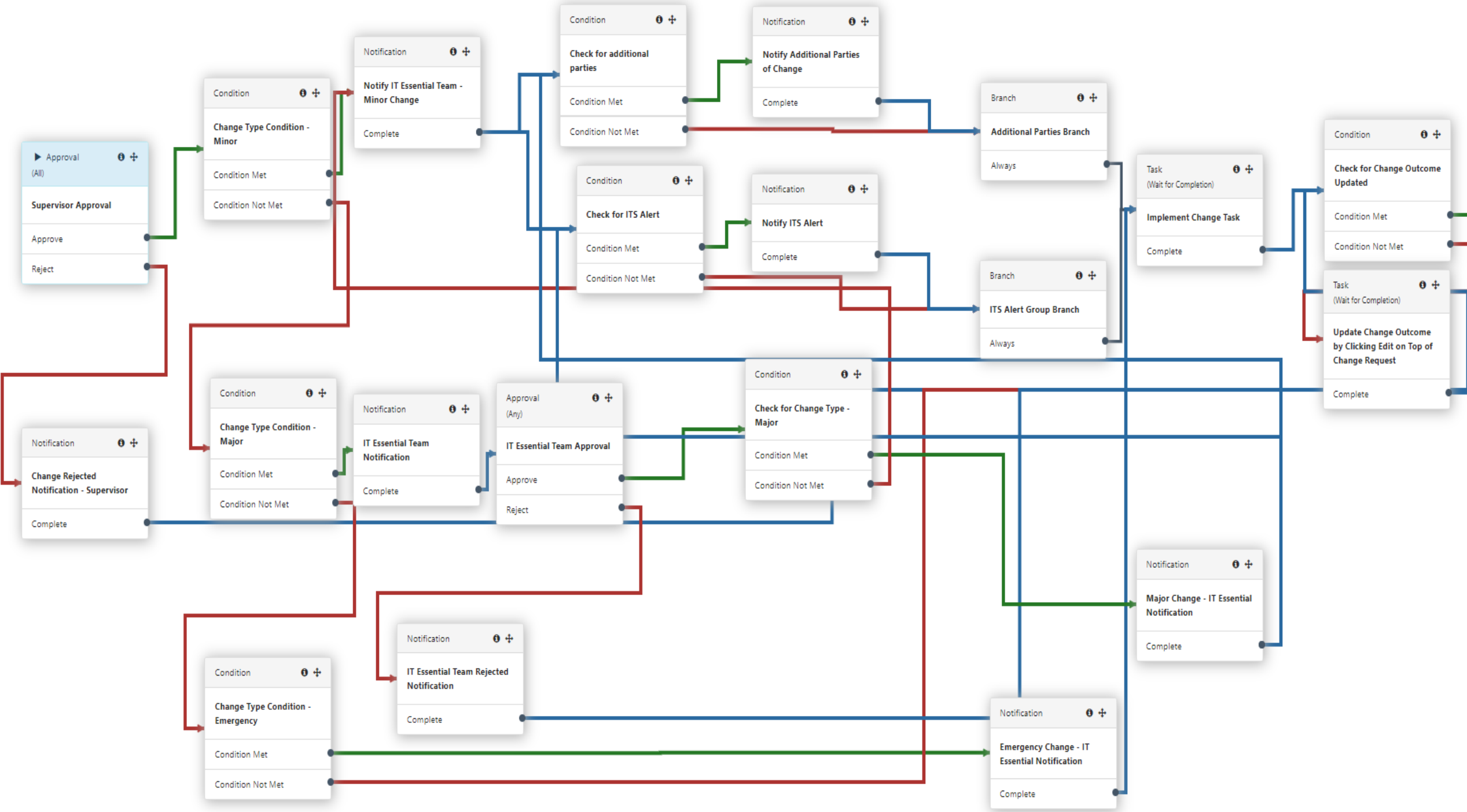
During the change, how will the service be affected?

Is an ITS alert needed?

Start typing... ▾

For use after change is completed

Change Management - Outcome





Reflections

- Ease of putting in change tickets
- Usage started strong then decreased
- IT Users may not be viewing the change management tickets
- Discussions takes place in Teams, outside of the ticket
- ERP side has not been onboarded yet
- Should more info be provided to the college community?

Questions or
Comments?

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