



## SOLUTIONS FOR THE PUBLIC SECTOR

### KEY BUILDING BLOCKS FOR BUILDING A DIGITAL GOVERNMENT

Are you ready to support the emerging technology requirements needed to support the digital transformation?

With an ever-increasing spend on technology, state and local governments are now focused on how to best implement and support the investments that are being made.

Ask any IT professional working in the public sector and they will tell you that there is a need for improved IT maturity around ITSM and Project Portfolio Management.

**We can help you get there.**

### SERVICE & PROJECT MANAGEMENT Together on one platform.

- Incident/Problem Management
- Self-Service Portal (WCAG 2.0/508 Compliant)
- Knowledge Base with Crowdsourcing
- Asset/Configuration Management
- Release Management
- Change Management
- Project Intake/Governance
- Kanban/Agile/Waterfall/Card Wall
- Project Planning & Tracking
- Resource Capacity Planning

Expand to Facilities, Human Resources, and more!

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A vendor's Emotional Footprint can influence whether a client chooses to do business with the organization. TeamDynamix received the absolute highest rankings in this category, scoring a 92% in ITSM and 90% for PPM.”

- David Piazza, President of Software Reviews, Info-Tech

## Bringing Service & Project Management Together

If you are working in government IT at the state or local level, you are undoubtedly overwhelmed by the sheer volume of requests. Full lifecycle support for ITSM is essential.

### IT Service Management (ITSM)

- Incident/problem management
- Configurable workflow & automation
- Change/release management
- Asset management
- Single portal access for all requests
- Share information from one central location
- WCAG 2.0/508 compliant portal
- Follow the ITIL framework as desired



Increase self-service adoption with an easy-to-use portal and integrated knowledge base.

# Simple or Complex – Project Portfolio Management Helps You Keep Your Projects on Time & Budget

TeamDynamix offers powerful yet flexible project portfolio management (PPM) all from within the same cloud-based platform for better collaboration and management across all projects and departments within the organization.

## Project Portfolio Management (PPM)

- Project intake & governance
- Project planning, scheduling, and tracking
- Scheduling, expenses, and reporting
- Manage resources across projects and tickets
- Agile/Waterfall/Kanban/Card Wall/task lists
- Import/export from MS Project

## Enterprise Service Management

- IT Service Management
- Facilities Work Orders & Maintenance
- Meeting & Event Planning
- Human Resources
- Integrated Project Management
- Asset Management & Tracking
- External Citizen Portal/Knowledge Base



A photograph of three business professionals in a meeting. One person is pointing at a laptop screen while two others look on. The image is semi-transparent and serves as a background for the top half of the page.

## Paving the Way for Improved IT Maturity

“ IT maturity is about moving from a break-fix mentality to having the IT department become a strategic partner... **We have made it easy for end users to find what they are looking for.** We're trying to get people the help they need more expediently. Gone are the days of filling out a support ticket and waiting a week for service.”

- Justin Michaud, Senior IT Program Manager  
Alaska's Matanuska-Susitna Borough School District

“ If you're trying to develop a strategic plan for your college or university, and you want to align your technology with that plan, **TeamDynamix gives you the platform to do that and to be very strategic in the process.**”

- Tom Pagano, Chief Information Officer  
Johnson County Community College