Utilizing TeamDynamix (TDX) for Data Request Management

A Guide for LSU Data Stewards & Unit Leaders

Many LSU units currently manage their data requests through email chains and phone calls. As data request volumes grow, these informal channels make it difficult to track workload, demonstrate impact, ensure accountability, or identify patterns that could justify new resources or automated solutions. TeamDynamix offers a structured alternative that provides many benefits beyond simple ticket tracking. It is a web-based platform for service, asset, and project management that supports IT operations as well as broader organizational functions like facilities, customer support, and human resources.

Is TDX Right for Your Unit?

TDX Is a Strong Fit If...	TDX May Not Be Necessary If...
Your unit receives data requests on a recurring or frequent basis	Data requests to your unit are rare or highly ad hoc (a few per year)
Requests are currently tracked via email, spreadsheets, or informal notes	Your unit already has a well-functioning workflow with clear accountability
You need documented evidence of workload to justify staffing or resources	Your domain data is primarily accessed internally by a single team with no external requestors
You want visibility into request types, volume trends, and resolution times	The overhead of maintaining a ticketing system would exceed the benefit
Requests span multiple people or handoffs within your unit	
You need an auditable record for compliance, governance, or reporting purposes	

Key Benefits for Data Stewards

Visibility & Workload Tracking

- See how many requests come in by month, semester, or type
- Identify peak demand periods and common request categories
- Understand which teams or colleges are your most frequent requestors

Evidence for Resource Decisions

- Demonstrate staff workload with quantitative data when requesting new hires
- Show patterns that justify building a self-service dashboard or public report

Auditability & Compliance

- Maintain a documented record of who requested what, when, and why
- Supports data governance accountability under PS-124 and the Master Access Plan
- Creates a defensible paper trail if a data request or access decision is ever questioned

Service Improvement & Automation Signals

- High ticket volume on the same question = candidate for an FAQ, report, or data product
- Ticket categories help you prioritize which self-service tools to build first

- Provide leadership with data-backed rationale for process improvements
- Resolution time data reveals where bottlenecks exist in your data delivery process

How to Get Started

TDX is available to all LSU faculty and staff through the ITS Self-Service Portal at itservice.lsu.edu.

To request TDX for your unit's needs, please submit a request using the link below.

1. Log in to the ITS Support Service - TDX Enhancement Request using your myLSU credentials (click “Sign In” in the upper right corner).
2. Select “Request Service”. Select the Enhancement Type of “New Unit/Department Implementation”. Fill in the rest of the form and submit. You will receive an email confirmation and can track your ticket in the portal.
3. Alternatively, you can email servicedesk@lsu.edu to request a TDX consultation.

What to Expect: Time and Training Investment

Getting started with TDX is lower-lift than most units expect. The table below summarizes what’s typically involved at each stage. **A typical TDX implementation takes about 6–8 weeks from project kickoff to launch, depending on department requirements and team workload.**

Stage	Estimated Time	Notes
Initial Setup	Handled by TDX Team – requires 2-3 configuration sessions	ITS creates the initial service and form on your behalf. Your unit does not need to build anything from scratch.
Basic Training	**~2-3 hours with the TDX Team**	ITS walks your team through core functions: managing and triaging tickets, using the dashboard to track open requests, editing form fields, and running basic reports.
Day-to-Day Use	Minimal ongoing effort	Reviewing the ticket dashboard, updating request statuses, and pulling periodic reports are straightforward tasks that do not require ongoing technical support.
Advanced Features	Additional training required (an additional 2-3 hours, as needed)	Automation rules, workflow routing, and email monitors add real efficiency but require a separate session with ITS. These are optional and can be layered in once your team is comfortable with the basics.