

# TeamDynamix Maintenance

TeamDynamix is the ticketing and service management system for EITS and several other units at the University of Georgia. TeamDynamix has regular maintenance windows, when services will be unavailable to customers.

**Customers using TeamDynamix web applications during a designated maintenance window may notice a service disruption message.** Customers who email support requests during the maintenance window will have a delayed response until the work is completed by the vendor.

After the maintenance window, submitted support requests will be delivered.

**Weekly service updates occur every Saturday from midnight to 4 a.m. EST, when TeamDynamix services may be unavailable to customers.**

Major release updates occur on specified Saturdays from midnight to 4 a.m. EST. TeamDynamix will notify EITS in advance of major release updates.

Emergency updates will occur on an as-needed basis when an emergency change or update is required. If possible, a 24-hour advanced notice will be provided to EITS. These updates will occur between midnight. to 4 a.m. EST.

For other maintenance information, visit the [UGA Systems Status website](#).