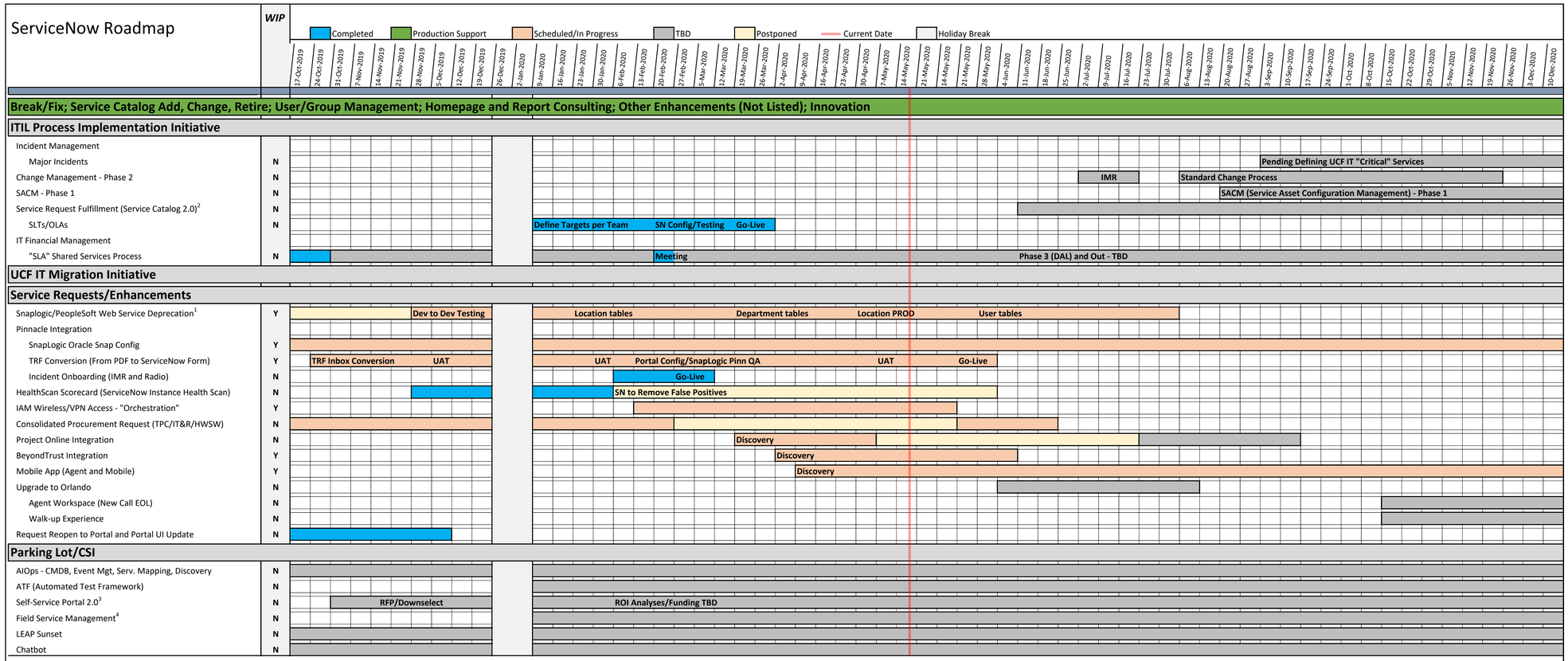
ServiceNow Roadmap



Last Updated: 05/13/2020

Footnotes

[1]Peoplesoft Web Service Deprecation
- All of users' email addresses (Related to new call email)
- Determining UCF relationship classifications (Disconnect between ISO PeopleSoft role data and ServiceNow data)
- Other pertinent PeopleSoft classification/role information
- Locations from Archibus
- Better department/home department information available?
- Images? (User pic)

[2]Service Catalog 2.0
- Actionable Shared Services catalog/Revamp existing catalog
- Using best practice such as Ohio State

[3]Self-Service Portal 2.0
- Third-party engagement to revamp SSP (UI/UX) through best practice and customer feedback

UCF IT Strategy & Planning
Please contact Scott Baron for more information:

Scott Baron
Associate Director, IT Performance and Service Management
UCF IT

Office: 407.823.1037
scott.baron@ucf.edu