### ServiceNow Roadmap

#### 3.6. Process Implementation Initiative

<table>
<thead>
<tr>
<th>Incident Management</th>
<th>N</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Management - Phase 1</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>SACM - Phase 1</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Service Request Fulfillment (Service Catalog 2.0)</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>IT Financial Management</td>
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</tbody>
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#### UCF IT Migration Initiative

<table>
<thead>
<tr>
<th>Break/Fix; Service Catalog Add, Change, Retire; User/Group Management; Homepage and Report Consulting; Other Enhancements (Not Listed); Innovation</th>
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<tr>
<td>ITIL Process Implementation Initiative</td>
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<tr>
<td>Incident Management</td>
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<tr>
<td>Change Management - Phase 2</td>
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</tr>
<tr>
<td>SACM - Phase 1</td>
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#### Service Requests/Enhancements

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#### Parking UCC/CIT

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### Break/Fix, Service Catalog Add, Change, Retire; User/Group Management; Homepage and Report Consulting; Other Enhancements (Not Listed); Innovation

- **Incident Management**
- **Change Management - Phase 1**
- **SACM - Phase 1**
- **Service Request Fulfillment (Service Catalog 2.0)**
- **IT Financial Management**

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### UCF IT Migration Initiative

- **Break/Fix; Service Catalog Add, Change, Retire; User/Group Management; Homepage and Report Consulting; Other Enhancements (Not Listed); Innovation**
- **ITIL Process Implementation Initiative**
- **Incident Management**
- **Change Management - Phase 2**
- **SACM - Phase 1**

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### Service Requests/Enhancements

- **Incident Management**
- **Change Management - Phase 1**
- **SACM - Phase 1**
- **Service Request Fulfillment (Service Catalog 2.0)**
- **IT Financial Management**

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### Parking UCC/CIT

- **Incident Management**
- **Change Management - Phase 1**
- **SACM - Phase 1**

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**Last Updated:** 08/25/2020

**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?

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

4. **Field Service Management**
   - Dynamic Scheduling/Auto Planned Maintenance

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**Notes**

- **ServiceNow Data:**
  - 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-Id)**

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

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

- **Total Service Management**
  - Dynamic Scheduling/Sales Planned Maintenance**