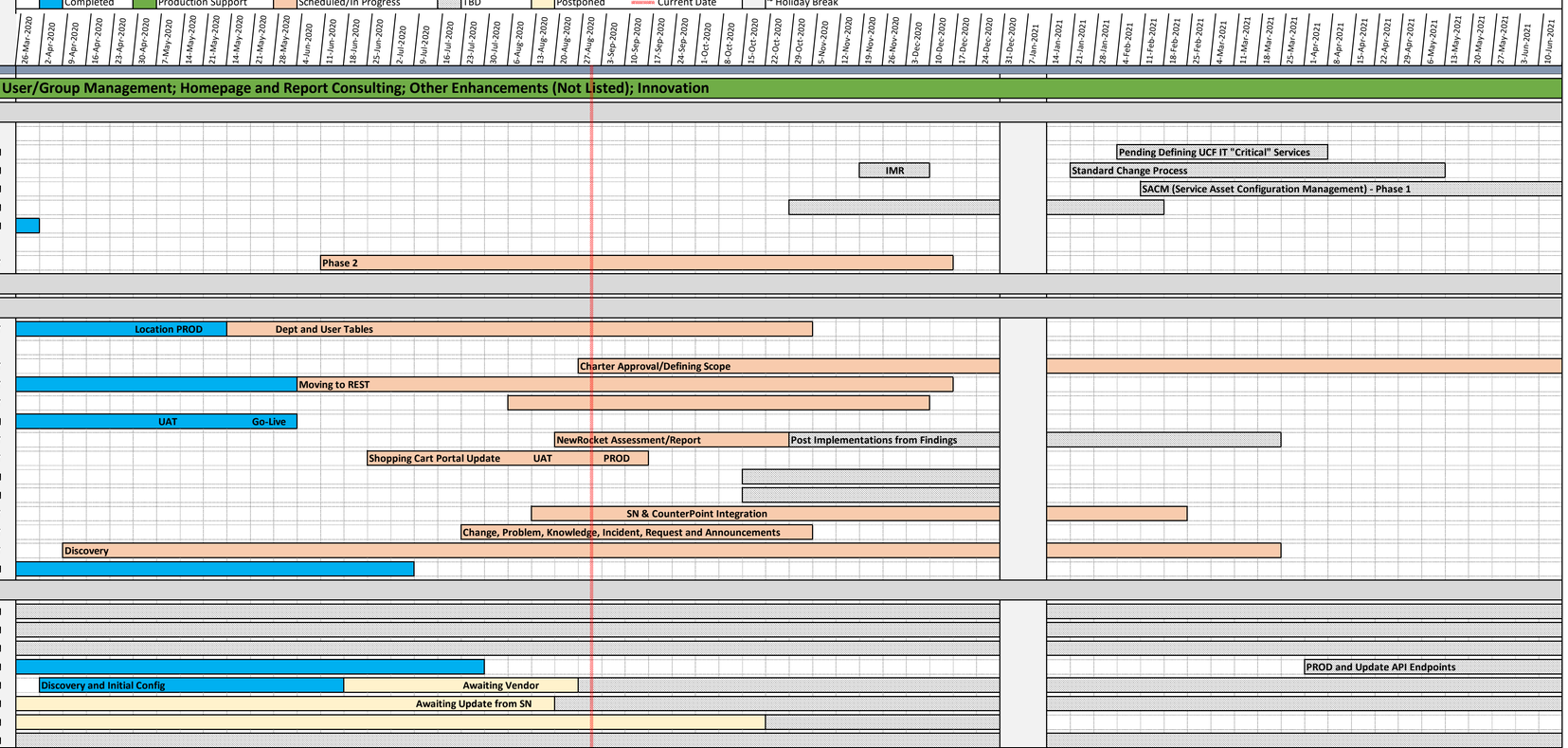
ServiceNow Roadmap

Completed | Production Support | Scheduled/In Progress | TBD | Postponed | Current Date | ~ Holiday Break

	WIP
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	
Major Incidents	N
Change Management - Phase 2	N
SACM - Phase 1	N
Service Request Fulfillment (Service Catalog 2.0)[2]	N
SLTs/OLAs	N
IT Financial Management	
"SLA" Shared Services Process (SDA)	Y
UCF IT Migration Initiative	
Service Requests/Enhancements	
Snaplogic/PeopleSoft Web Service Deprecation[1]	Y
Pinnacle Integration	
Phase 2 - Automation	Y
SnapLogic/REST API Config	Y
Public Facing Requests (Vendor TRF)	Y
TRF Conversion (From PDF to ServiceNow Form)	N
Self-Service Portal 2.0[3]	Y
Upgrade to Orlando	Y
Agent Workspace (New Call EOL)	N
Walk-up Experience	N
Lifecycle and Contract Management	Y
ATF (Automated Test Framework)	Y
Mobile App (Agent and Mobile)	Y
Consolidated Procurement Request (TPC/IT&R/HWSW)	N
Parking Lot/CSI	
AIOps - CMDB, Event Mgt, Serv. Mapping, Discovery	N
Field Service Management[4]	N
LEAP Sunset	N
IAM Wireless/VPN Access - "Orchestration"	N
BeyondTrust Integration	N
HealthScan Scorecard (ServiceNow Instance Health Scan)	N
Project Online Integration	N
Chatbot	N



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?
- 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

[4]Field Service Management
- Dynamic Scheduling/Auto Planned Maintenance

UCF IT Strategy & Planning
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