

ServiceNow Roadmap	WIP	
		21-May-2020, 14-May-2020, 21-May-2020, 28-May-2020, 4-Jun-2020, 11-Jun-2020, 18-Jun-2020, 25-Jun-2020, 2-Jul-2020, 9-Jul-2020, 16-Jul-2020, 23-Jul-2020, 30-Jul-2020, 6-Aug-2020, 13-Aug-2020, 20-Aug-2020, 27-Aug-2020, 3-Sep-2020, 10-Sep-2020, 17-Sep-2020, 24-Sep-2020, 1-Oct-2020, 8-Oct-2020, 15-Oct-2020, 22-Oct-2020, 29-Oct-2020, 5-Nov-2020, 12-Nov-2020, 19-Nov-2020, 26-Nov-2020, 3-Dec-2020, 10-Dec-2020, 17-Dec-2020, 24-Dec-2020, 31-Dec-2020, 7-Jan-2021, 14-Jan-2021, 21-Jan-2021, 28-Jan-2021, 4-Feb-2021, 11-Feb-2021, 18-Feb-2021, 25-Feb-2021, 4-Mar-2021, 11-Mar-2021, 18-Mar-2021, 25-Mar-2021, 1-Apr-2021, 8-Apr-2021, 15-Apr-2021, 22-Apr-2021, 29-Apr-2021, 6-May-2021, 13-May-2021, 20-May-2021, 27-May-2021, 3-Jun-2021, 10-Jun-2021, 17-Jun-2021, 24-Jun-2021, 1-Jul-2021

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	
IT Financial Management		
"SLA" Shared Services Process (SDA)	Y	Phase 2

UCF IT Migration Initiative


Service Requests/Enhancements		
SnapLogic/PeopleSoft Web Service Deprecation ¹	Y	Dept and User Tables
Pinnacle Integration		
Phase 2 - Automation	Y	Charter Approval/Defining Scope, Workflow Dev by Telecom
SnapLogic/REST API Config	Y	Moving to REST
Public Facing Requests (Vendor TRF)	Y	
TRF Conversion (From PDF to ServiceNow Form)	N	Go-Live
Self-Service Portal 2.0 ³	Y	NewRocket Assessment/Report, Final Package/Priorities to Address
Upgrade to Orlando	N	Shopping Cart Portal Update, UAT, PROD
Agent Workspace (New Call EOL)	Y	
Walk-up Experience	Y	
Chat	Y	
Lifecycle and Contract Management	Y	SN & CounterPoint Integration
Mobile App (Agent and Mobile)	Y	Discovery
HealthScan Scorecard (ServiceNow Instance Health Scan)	Y	Awaiting Update from SN
BeyondTrust Integration	Y	Discovery and Initial Config, Awaiting Vendor
ATF (Automated Test Framework)	N	CHG, PRB, KM, INC, REQ and ANNOUN
Consolidated Procurement Request (TPC/IT&R/HWSW)	N	

Parking Lot/CSI		
AI/Ops - CMDB, Event Mgt, Serv. Mapping, Discovery	N	
Field Service Management ⁴	N	
LEAP Sunset	N	
IAM Wireless/VPN Access - "Orchestration"	N	
Project Online Integration	N	
Chatbot	N	

Last Updated: 10/28/2020

Footnotes

- ¹Peoplesoft 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)
- ²Service Catalog 2.0
 - Actionable Shared Services catalog/Revamp existing catalog
 - Using best practice such as Ohio State
- ³Self-Service Portal 2.0
 - Third-party engagement to revamp SSP (UI/UX) through best practice and customer feedback
- ⁴Field Service Management
 - Dynamic Scheduling/Auto Planned Maintenance



UCF IT Strategy & Planning
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