


ServiceNow Roadmap		WIP		<div style="display: flex; justify-content: space-between; font-size: 8px;"> Completed Production Support Scheduled/In Progress TBD Postponed Current Date Holiday Break </div>																											
		<div style="display: flex; justify-content: space-between; font-size: 8px;"> 30-Jul-20206-Aug-202013-Aug-202020-Aug-202027-Aug-20203-Sep-202010-Sep-202017-Sep-202024-Sep-20201-Oct-20208-Oct-202015-Oct-202022-Oct-202029-Oct-20205-Nov-202012-Nov-202019-Nov-202026-Nov-20203-Dec-202010-Dec-202017-Dec-202024-Dec-202031-Dec-20207-Jan-202114-Jan-202121-Jan-202128-Jan-20214-Feb-202111-Feb-202118-Feb-202125-Feb-20214-Mar-202111-Mar-202118-Mar-202125-Mar-20211-Apr-20218-Apr-202115-Apr-202122-Apr-202129-Apr-20216-May-202113-May-202120-May-202127-May-20213-Jun-202110-Jun-202117-Jun-202124-Jun-20211-Jul-20218-Jul-202115-Jul-202122-Jul-202129-Jul-20215-Aug-202112-Aug-202119-Aug-202126-Aug-20212-Sep-20219-Sep-202116-Sep-202123-Sep-202130-Sep-20217-Oct-202114-Oct-202121-Oct-2021 </div>																													
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)	N	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																													
Public Facing Requests (Vendor TRF)	N																														
SnapLogic/REST API Config	N	Moving to REST																													
Self-Service Portal 2.0 ³	N	NewRocket Assessment/Report Final Package/Priorities to Address																													
COVID-19 Vaccine Appointment App	N																														
Upgrade to Quebec	N																														
Agent Workspace (New Call EOL)	Y																														
Walk-up Experience	Y																														
Chat	Y																														
AnyWhere365 (Contact Center Integration)	N	Discovery																													
Lifecycle and Contract Management	Y	SN & CounterPoint Integration																													
Mobile App (Agent and Mobile)	Y	Discovery																													
HealthScan Scorecard/PROD Housekeeping	N																														
BeyondTrust Integration	N	Awaiting Vendor																													
Upgrade to Orlando	N																														
ATF (Automated Test Framework)	N																														
Parking Lot/CSI																															
AIOps - CMDB, Event Mgt, Serv. Mapping, Discovery	N																														
Field Service Management ⁴	N																														
LEAP Sunset	N																														
Case Management/CSM for BRMs	N																														
Facilities & Safety Unit Onboarding	N																														
IAM Wireless/VPN Access - "Orchestration"	N																														
Project Online Integration	N	PROD and Update API Endpoints																													
Chatbot	N																														
Last Updated: 03/12/2021																															
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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