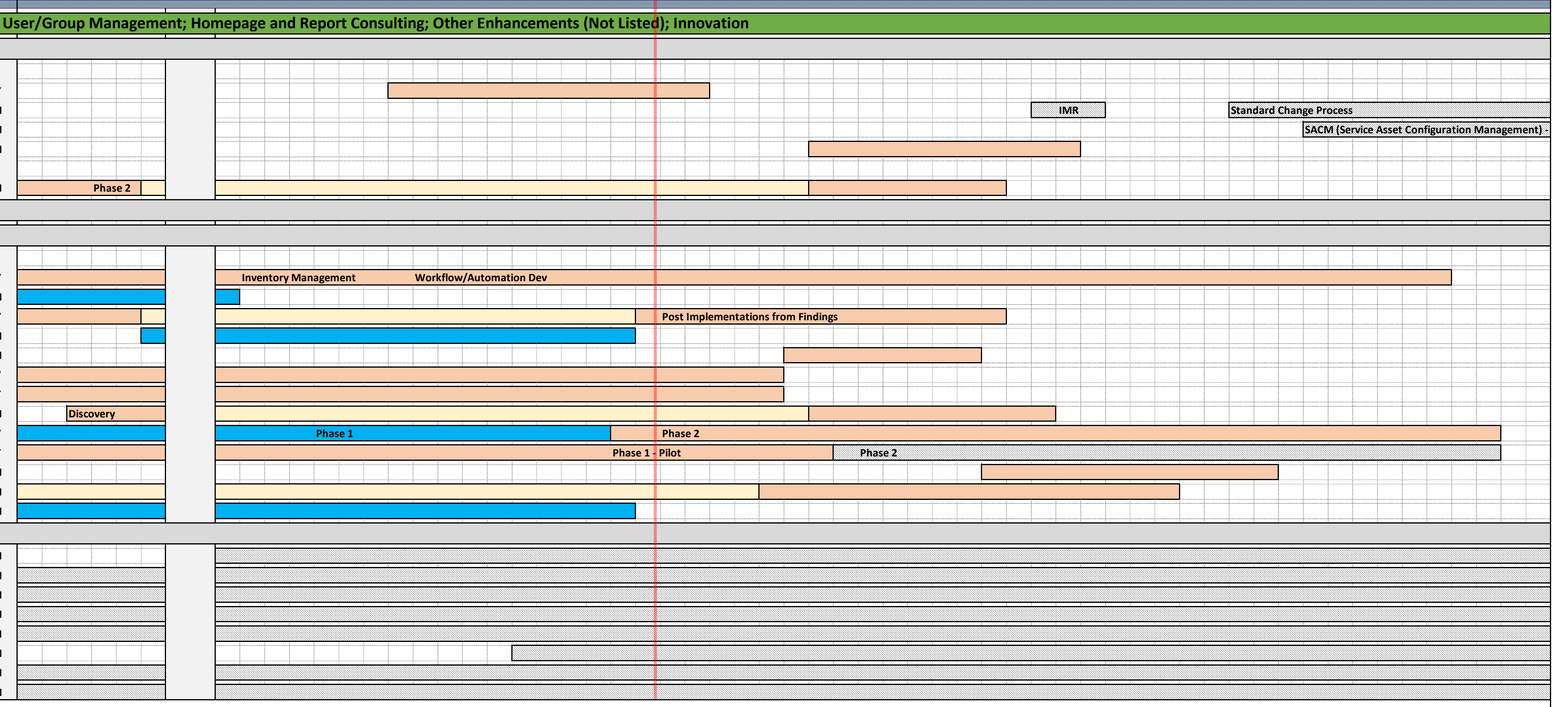
ServiceNow Roadmap

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

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 | 8-Jul-2021 | 15-Jul-2021 | 22-Jul-2021 | 29-Jul-2021 | 5-Aug-2021 | 12-Aug-2021 | 19-Aug-2021 | 26-Aug-2021 | 2-Sep-2021 | 9-Sep-2021 | 16-Sep-2021 | 23-Sep-2021 | 30-Sep-2021 | 7-Oct-2021 | 14-Oct-2021 | 21-Oct-2021 | 28-Oct-2021 | 4-Nov-2021 | 11-Nov-2021 | 18-Nov-2021 | 25-Nov-2021 | 2-Dec-2021 | 9-Dec-2021 | 16-Dec-2021 | 23-Dec-2021 | 30-Dec-2021 | 6-Jan-2022 | 13-Jan-2022

	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 (Statuspage.io)	Y
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
UCF IT Migration Initiative	
Service Requests/Enhancements	
Pinnacle Integration	
Phase 2 - Automation	Y
SnapLogic/REST API Config	N
Self-Service Portal 2.0[3]	Y
COVID-19 Vaccine Appointment App	N
Upgrade to Quebec	N
Agent Workspace (New Call EOL)	Y
Walk-up Experience	Y
AnyWhere365 (Contact Center Integration)	N
Lifecycle and Contract Management	Y
Mobile App (Agent and Mobile)	Y
F&S, GRIT & Business Services Unit Onboarding	N
HealthScan Scorecard/PROD Housekeeping	N
Snaplogic/PeopleSoft Web Service Deprecation[1]	N
Parking Lot/CSI	
App Engine - Low Code LOB/Citizen Developer Program	N
AIOps - CMDB, Event Mgt, Serv. Mapping, Discovery	N
Field Service Management[4]	N
LEAP Sunset	N
Case Management/CSM for BRMs	N
IAM Wireless/VPN Access - "Orchestration"	N
Chat/Chatbot	N
Project Online Integration	N



Last Updated: 05/10/2021

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
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