

ServiceNow Roadmap		WIP	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	20-Jan-2022	27-Jan-2022	3-Feb-2022	10-Feb-2022	17-Feb-2022	24-Feb-2022	3-Mar-2022	10-Mar-2022	17-Mar-2022	24-Mar-2022	31-Mar-2022	7-Apr-2022	14-Apr-2022	21-Apr-2022	28-Apr-2022	5-May-2022	12-May-2022	19-May-2022	26-May-2022	2-Jun-2022	9-Jun-2022	16-Jun-2022	23-Jun-2022	30-Jun-2022	7-Jul-2022	14-Jul-2022	21-Jul-2022	28-Jul-2022	4-Aug-2022	11-Aug-2022
			Completed	Production Support	Scheduled/In Progress	TBD	Postponed	Current Date	Holiday Break																																																		
<b>Break/Fix; Service Catalog Add, Change, Retire; User/Group Management; Homepage and Report Consulting; Other Enhancements (Not Listed); Innovation</b>																																																											
<b>ITIL Process Implementation Initiative</b>																																																											
Incident Management																																																											
Major Incidents (Statuspage.io)	Y	SN to Statuspage API	Phase 2 (Listserv automation & Downstream components)																																																								
Change Management - Phase 2	N												IMR					Standard Change Process																																									
SACM - Phase 1	N																						SACM (Service Asset Configuration Management) - Phase 1																																				
Service Request Fulfillment (Service Catalog 2.0) <sup>2</sup>	N																																																										
IT Financial Management																																																											
"SLA" Shared Services Process (SDA)	N																																																										
<b>Service Requests/Enhancements</b>																																																											
Pinnacle Integration																																																											
Phase 2 - Automation	Y	Workflow/Automation Dev																																																									
Self-Service Portal 2.0 <sup>3</sup>	Y	Post Implementations from Findings																																																									
ServiceNow Upgrade	N																																																										
Lifecycle and Contract Management	Y	Phase 2											San Diego																																														
MK STAR & (SLAS)/College of Nursing Onboarding	Y																																																										
HealthScan Scorecard/PROD Housekeeping	N																																																										
App Engine - Low Code Distributed Developer Program	Y	Pre Dev Training	Define Curriculum					Program Dev					Pilot																																														
SailPoint Integration - Knight Vision	Y		Dev connection/config										Email Provisioning POC																																														
Workday Integration (Employee Data API)	Y																																																										
Workday Integration - DAL for SN & Pinnacle	Y																																																										
Snaplogic to Informatica (Student Data)	N																																																										
COVID-19 Vaccination Status App	Y																																																										
White Paper Text Analytics PA App	N																																																										
F&S, GRIT & Business Services Unit Onboarding	N																																																										
New Call EOL - Interaction Table	N																																																										
Walk-up Experience POC/Twilio	N	Twilio Integration																																																									
Mobile App (Agent and Mobile)	N																																																										
<b>Parking Lot/CSI</b>																																																											
AIOps - CMDB, Event Mgt, Serv. Mapping, Discovery	N																																																										
Multi-factor Authentication	N																																																										
Field Service Management <sup>4</sup>	N																																																										
Facilities Onboarding	N																																																										
Anywhere365 (Contact Center Integration)	N																																																										
Social Media Integration	N																																																										
LEAP Sunset	N																																																										
Case Management/CSM for BRMs	N																																																										
Chat/Chatbot	N																																																										
Project Online Integration	N																																																										
Last Updated: 01/12/2022																																																											
<b>Footnotes</b>																																																											
<sup>2</sup> Service Catalog 2.0																																																											
Actionable Shared Services catalog/Revamp existing catalog																																																											
Using best practice such as Ohio State																																																											
<sup>3</sup> Self-Service Portal 2.0																																																											
Third-party engagement to revamp SSP (UI/UX) through best practice and customer feedback																																																											
<sup>4</sup> Field Service Management																																																											
Dynamic Scheduling/Auto Planned Maintenance																																																											

