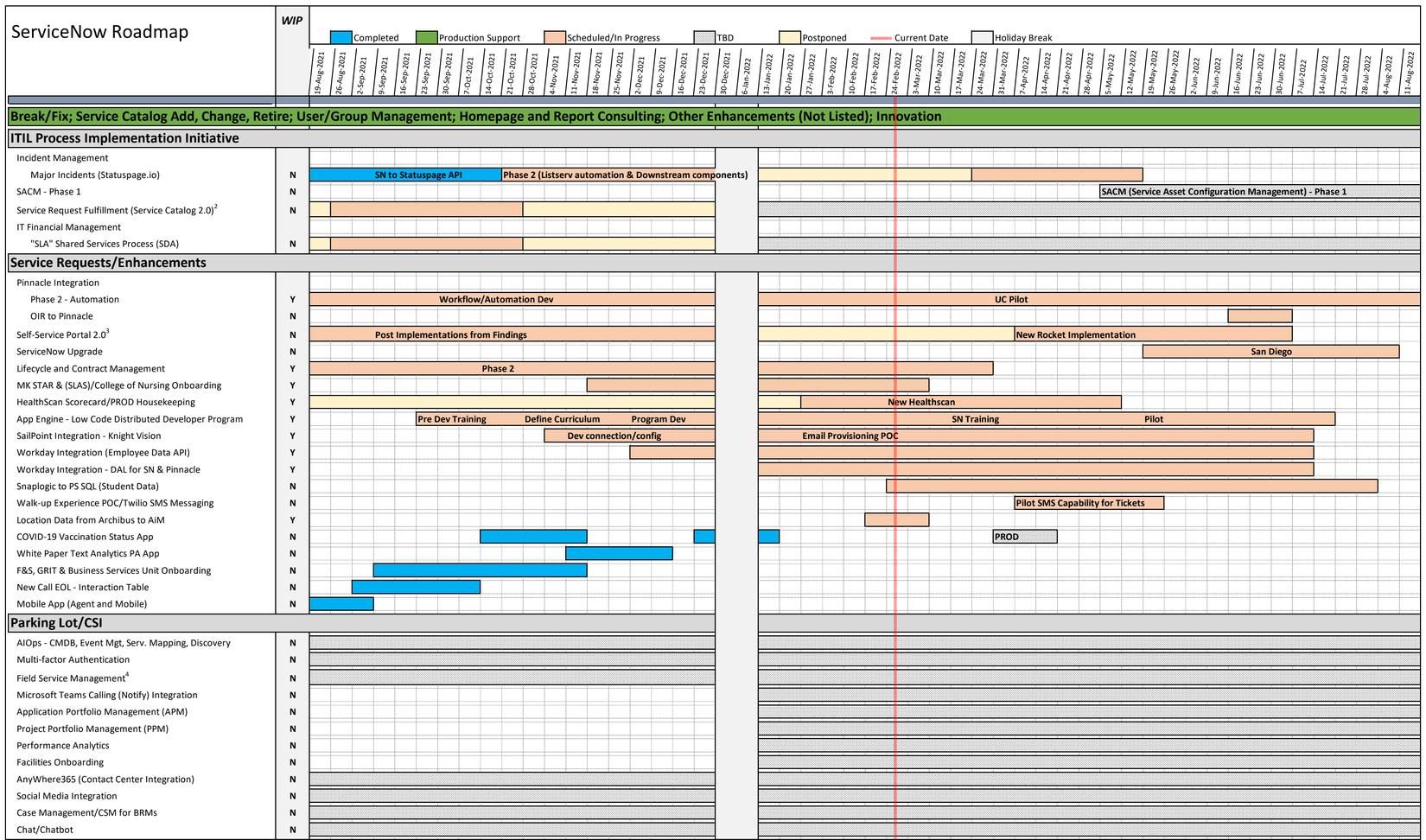
ServiceNow Roadmap

	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)	N
SACM - Phase 1	N
Service Request Fulfillment (Service Catalog 2.0)[2]	N
IT Financial Management	
"SLA" Shared Services Process (SDA)	N
Service Requests/Enhancements	
Pinnacle Integration	
Phase 2 - Automation	Y
OIR to Pinnacle	N
Self-Service Portal 2.0[3]	N
ServiceNow Upgrade	N
Lifecycle and Contract Management	Y
MK STAR & (SLAS)/College of Nursing Onboarding	Y
HealthScan Scorecard/PROD Housekeeping	Y
App Engine - Low Code Distributed Developer Program	Y
SailPoint Integration - Knight Vision	Y
Workday Integration (Employee Data API)	Y
Workday Integration - DAL for SN & Pinnacle	Y
Snaplogic to PS SQL (Student Data)	N
Walk-up Experience POC/Twilio SMS Messaging	N
Location Data from Archibus to AiM	Y
COVID-19 Vaccination Status App	N
White Paper Text Analytics PA App	N
F&S, GRIT & Business Services Unit Onboarding	N
New Call EOL - Interaction Table	N
Mobile App (Agent and Mobile)	N
Parking Lot/CSI	
AIOps - CMDB, Event Mgt, Serv. Mapping, Discovery	N
Multi-factor Authentication	N
Field Service Management[4]	N
Microsoft Teams Calling (Notify) Integration	N
Application Portfolio Management (APM)	N
Project Portfolio Management (PPM)	N
Performance Analytics	N
Facilities Onboarding	N
AnyWhere365 (Contact Center Integration)	N
Social Media Integration	N
Case Management/CSM for BRMs	N
Chat/Chatbot	N



Last Updated: 02/25/2022

Footnotes

[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

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