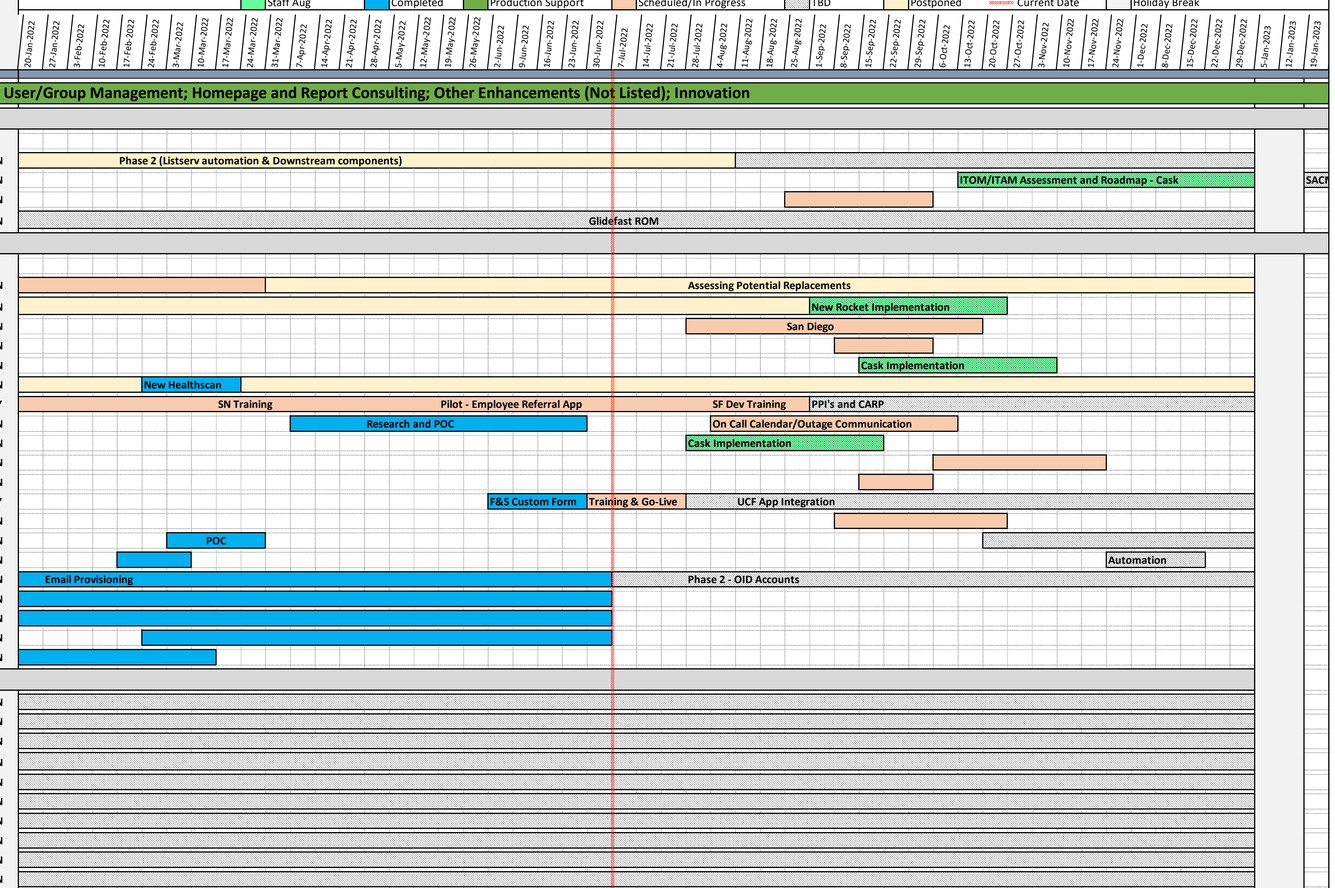
ServiceNow Roadmap

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

	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
"Event Management" - CS Inbound Action - "Ping"	N
Service Request Fulfillment (Service Catalog 2.0)[2]	N
Service Requests/Enhancements	
Pinnacle Integration	
Phase 2 - Automation	N
Self-Service Portal 2.0[3]	N
ServiceNow Upgrade	N
SC Wizard - Something Broken Form	N
Contract Management	N
HealthScan Scorecard/PROD Housekeeping	N
App Engine - Low Code Distributed Developer Program	Y
Twilio SMS Messaging	N
Performance Analytics	N
AnyWhere365 (Contact Center Integration)	N
API Integration - Automate ADL5000 Requests for DDL	N
F&S Outage Communication & UCF App Integration	Y
OIR Multimedia Project - Phase 2	N
Microsoft Teams Calling (Notify) Integration	N
Location Data from Archibus to AiM	N
SailPoint Integration - Knight Vision	N
Workday Integration (Employee Data API)	N
Workday Integration - DAL for SN & Pinnacle	N
Snaplogic to PS SQL (Student Data)	N
MK STAR & (SLAS)/College of Nursing Onboarding	N
Parking Lot/CSI	
AIOps - CMDB, Event Mgt, Serv. Mapping, Discovery	N
Microsoft Defender Integration	N
Multi-factor Authentication	N
Field Service Management[4]	N
Project Portfolio Management (PPM)	N
Application Portfolio Management (APM)	N
Facilities Onboarding	N
Social Media Integration	N
Case Management/CSM for BRMs	N
Chat/Chatbot	N



Last Updated: 07/06/2022

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

Scott Baron
Director, Data Systems & Digital Transformation
UCF IT
University of Central Florida

Office: 407.823.1037
scott.baron@ucf.edu
it.ucf.edu