


ServiceNow Roadmap		WIP	11-Aug-2022	18-Aug-2022	25-Aug-2022	1-Sep-2022	8-Sep-2022	15-Sep-2022	22-Sep-2022	29-Sep-2022	6-Oct-2022	13-Oct-2022	20-Oct-2022	27-Oct-2022	3-Nov-2022	10-Nov-2022	17-Nov-2022	24-Nov-2022	1-Dec-2022	8-Dec-2022	15-Dec-2022	22-Dec-2022	29-Dec-2022	5-Jan-2023	12-Jan-2023	19-Jan-2023	26-Jan-2023	2-Feb-2023	9-Feb-2023	16-Feb-2023	23-Feb-2023	2-Mar-2023	9-Mar-2023	16-Mar-2023	23-Mar-2023	30-Mar-2023	6-Apr-2023	13-Apr-2023	20-Apr-2023	27-Apr-2023	4-May-2023	11-May-2023	18-May-2023	25-May-2023	1-Jun-2023	8-Jun-2023	15-Jun-2023	22-Jun-2023	29-Jun-2023	6-Jul-2023	13-Jul-2023	20-Jul-2023	27-Jul-2023	3-Aug-2023	10-Aug-2023	17-Aug-2023	24-Aug-2023	31-Aug-2023	7-Sep-2023	14-Sep-2023
Break/Fix; Service Catalog Add, Change, Retire; User/Group Management; Other Enhancements (Not Listed); Innovation																																																												
Service Requests/Enhancements																																																												
Pinnacle Integration																																																												
Phase 2 - Automation or Replacement	N	Demos from Peers																																																										
ServiceNow Upgrade - San Diego	Y	SMS Prep/Testing UAT PROD																																																										
SC Wizard - Something Broken Form	N																																																											
HealthScan Scorecard/PROD Housekeeping	N																																																											
App Engine - Distributed/Citizen Developer Program	Y	Referral App Test Scoring Kiosk PPI's and CARP																																																										
Twilio SMS Messaging	N																																																											
Performance Analytics	Y	Cask Implementation																																																										
ORC Onboarding	N																																																											
AnyWhere365 (Contact Center Integration)	N																																																											
API Integration - Automate ADL5000 Requests for DDL	Y																																																											
Outage Communication - Dept Form/Process	N	F&BO Webcourses																																																										
"Event Management" - CS Inbound Action - "Ping"	N																																																											
Outage Communication - Listserv Automation	N																																																											
OIR Multimedia Project - Phase 2	N																																																											
Microsoft Teams Calling (Notify) Integration	N																																																											
Location Data from Archibus to AiM	N	Automation																																																										
Parking Lot/CSI																																																												
CMDB, Event Mgt, Serv. Mapping, Discovery, ITOM, ITAM	N																																																											
Self-Service Portal 2.0 ³ - New Rocket	N																																																											
Microsoft Defender Integration - TBD Partner	N																																																											
ITOM/ITAM Assessment and Roadmap - Cask	N																																																											
Contract Management - Cask	N																																																											
Service Catalog 2.0 ² - Rationalization - TBD Partner	N																																																											
SailPoint Integration	N																																																											
Multi-factor Authentication	N																																																											
Field Service Management ⁴	N																																																											
Project Portfolio Management (PPM) - TBD Imp Partner	N																																																											
Social Media Integration	N																																																											
Chat/Chatbot	N																																																											
Last Updated: 10/10/2022																																																												
Footnotes																																																												
² Service Catalog 2.0																																																												
Actionable Shared Services catalog/Revamp and rationalize 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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