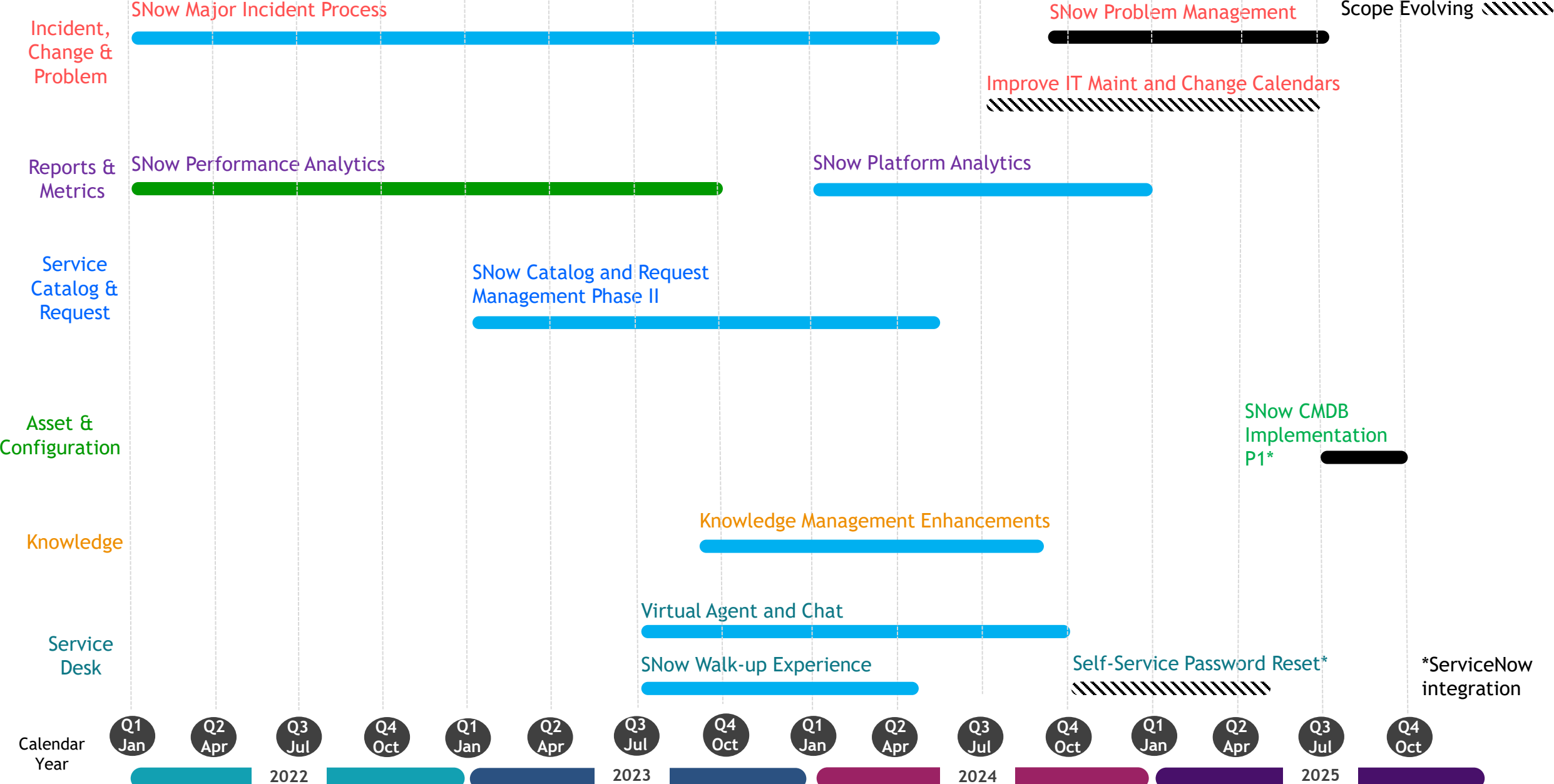


Service Management Roadmap



*ServiceNow integration



ServiceNow Major Incident Process

This project will automate and improve Major Incident Checklist steps using the ServiceNow Major Incident process.

ServiceNow Problem Management

This project will replace the Post Incident Review (PIR) with ServiceNow Problem Management.

Improve IT Maintenance and Change Calendars

This project will determine the feasibility to merge the Maintenance and Change calendars (scope evolving).



ServiceNow Performance Analytics

This project will provide the CSS Service Delivery team with enhanced ServiceNow reporting capabilities to reduce the time it takes to produce quality metrics and reports.

ServiceNow Platform Analytics

This project will integrate data visualization and analytics functionality into dashboards and reports. Integration includes create, edit, and configure configurable workspace dashboards; configure visualizations; and configurable workspace dashboards and visualizations.



ServiceNow Catalog and Request Management - Phase II

This project will establish standards around service catalog configuration item (CI) types, develop standard templates for the content and design of services pages, offerings, and request items, and establish a service onboarding form and process.



ServiceNow Asset & Configuration Management (CMDB) Implementation - Phase 1

The project scope will include implementing the following recommendations from the “ServiceNow Asset & Configuration Management (CMDB) Design and Strategy – Phase 1 project”

- Implement CSDM
- Remediate and clean up stale data
- Enable the CMDB Health Dashboard
- Integrate with foundational authoritative data sources (MECM, Jamf, NetZoom, vCenter, TSC Tools).



Knowledge Management Enhancements

These are 'mini' projects that will focus on identifying enhancements to knowledge management in ServiceNow that can be unlocked and implemented in current or future product releases (e.g., Converting knowledge notifications to incidents). CSS will continue developing knowledge dashboards and best practices to share in collaboration with other departments interested in knowledge onboarding.



ServiceNow Walk-up Experience

This project, in partnership with InSource, will launch the Walk-Up Experience which will create a smoother customer experience, improve our metrics collection and allow appointments to be set and maintained in ServiceNow.

Self-Service Password Reset

This project will, In partnership with ISO and Campus Solutions, provide end-users with the capability to reset their passwords through automation.

Virtual Agent and Chat

This project will leverage AI tools in ServiceNow to create automated workflows and use Virtual Agent to guide customers more efficiently to solutions.