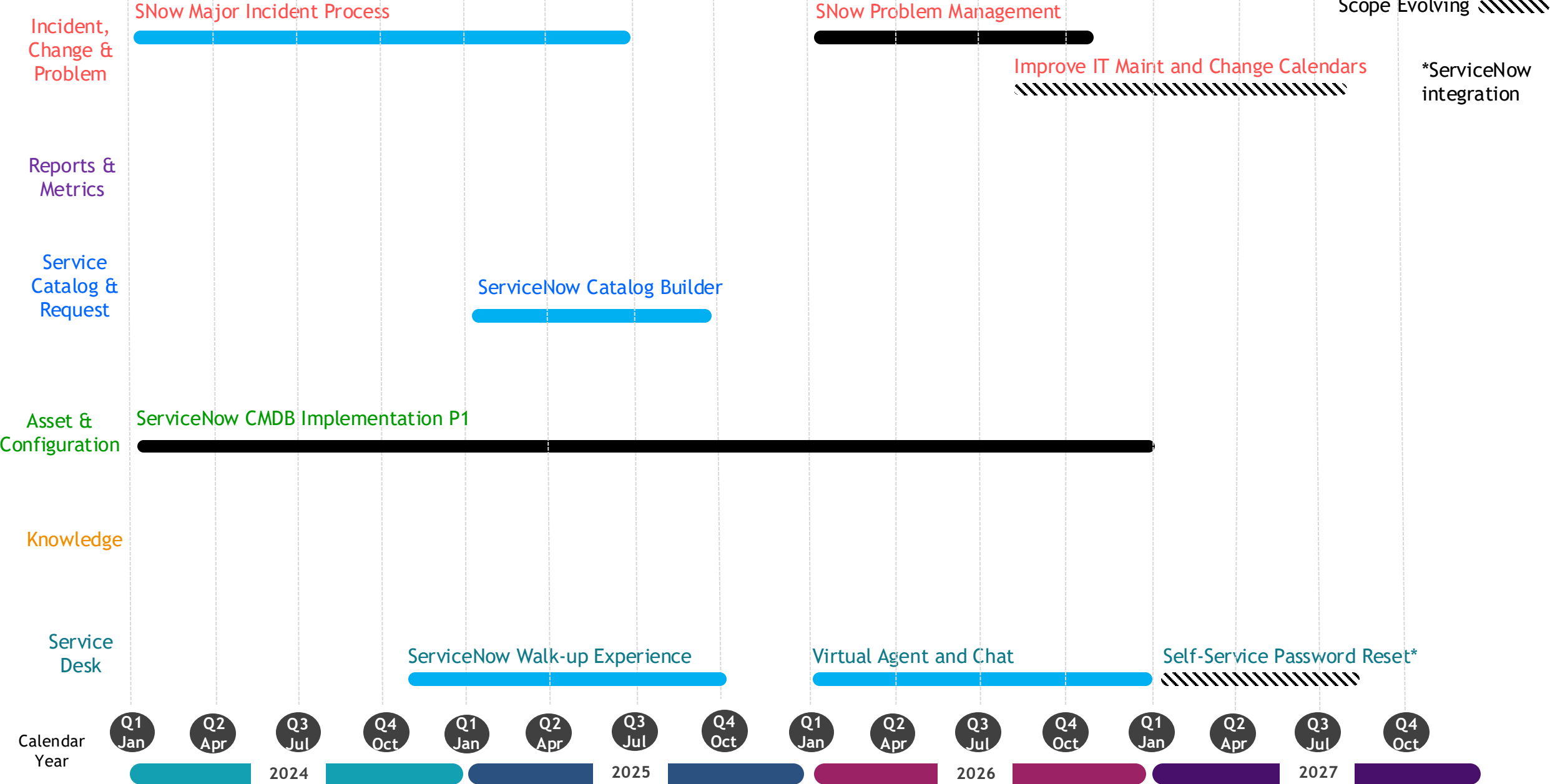


Service Management Roadmap

- Planned 
- In Progress 
- Complete 
- Scope Evolving 



*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 Catalog Builder

This project enables trained business users to create or edit ServiceNow catalog items, including forms that customers may use for making requests, opening cases, or notifying your team of incidents. These actions are configured within a controlled environment that does not require deep technical knowledge or a systems administrator role. The user-friendly interface guides beginners and non-technical users through the build process, allowing for more agile catalog development and freeing up technical resources for complex tasks.



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).



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.

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.

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.