





ITSM Roadmap – ITLG - Slide 1

	FY18 Q4	FY19 - Q1	FY19 – Q2	FY19 – Q3	FY19 - Q4
Incident	DESIGN Standardized definitions and processes KPIs Surveys & Reporting Default Dashboards Training	OPERATIONS Surveys & Outreach Dashboards - First Response - Customer Response - Aged Incidents	DESIGN Dashboard - UAT - Granularity - Scalability Outreach Quarterly Reports	OPERATIONS Surveys & Outreach Standard Dashboards - First Response - Customer Response - Aged Incidents	
Major Inc	STRATEGY Assess Major Incident and Problem modules - ServiceNow Reps - Other Higher Ed institution	STRATEGY - Proposal & Approval process - Child-Parent Linking - Front-end communication - Back-end communication - Integration with Change & Problem - Impact Reporting	DESIGN - Identify Process Owners - Define Use Cases - Define Workflow - Define Critical Success Factors	OPERATIONS UAT and Modifications	
Change		OPERATIONS Change Request in ServiceNow Manual workflow between incident & Problem Reactive CAB Workbench	STRATEGY - Document formal strategy	DESIGN - Identify responsibility of process owner - Define Critical Success Factors - Integrate with Major Incident & CMDB	
Problem	STRATEGY Assess Major Incident and Problem modules - ServiceNow Reps - Other Higher Ed institution	OPERATIONS Manual tracking of MI / Problem Manual workflow Reactive Not in ServiceNow (IMR Google Form)		STRATEGY - Document formal strategy	DESIGN - Identify responsibility of process owner - Define Critical Success Factors - Integrate with Major Incident, Change & CMDB
CMDB	STRATEGY Business Analysis - Local - ECAR - EDUCAUSE - ServiceNow Roadmap	STRATEGY Data Schema - White Paper	DESIGN - QA the Data Schema - Define the Scope - Standardized and Prescriptive Object Definitions - Define Critical Success Factors - Build outreach plan	DESIGN Identify and relate the CIs for the Tiger Team services Outreach to other service teams	

ITSM Roadmap – ITLG - Slide 2

	FY18 Q4	FY19 - Q1	FY19 – Q2	FY19 – Q3	FY19 - Q4
Service Catalog	<p>OPERATIONS Annual Review with Community of Practice</p>		<p>STRATEGY - Formally integrate Service Catalog into ITSM Program - Document formal strategy - Document Critical Success Factors</p>	<p>DESIGN - Define process to add or remove a service offering across the knowledge ecosystem</p>	<p>OPERATIONS Annual Review with Community of Practice</p>
Request Fulfillment	<p>OPERATIONS Design & Build high impact Service Request forms * CalNet * PCSSC</p>	<p>OPERATIONS Design & Build high impact Service Request forms * PCSSC</p> <p>DESIGN Multi-campus Authentication</p>	<p>OPERATIONS Design & Build high impact Service Request forms * PCSSC</p> <p>DESIGN Multi-campus Authentication</p> <p>STRATEGY Assess use of basic Service Request forms to enable the Service Portal</p>		
Knowledge Management	<p>OPERATIONS Annual Knowledge Ecosystem Review (non-compliance) with Community of Practice</p> <p>DESIGN Public & Searchable Knowledge Base</p>	<p>OPERATIONS - Hired Student Workers - Built Knowledge Author Communications Portal - Googleable, public Knowledge Base -- TelCat KB Integration</p>	<p>STRATEGY - Formally integrate Knowledge Management into ITSM Program - Document formal strategy</p>	<p>DESIGN - Identify responsibility of process owner - Define Critical Success Factors - Integrate with Major Incident & CMDB</p>	
Platform	<p>OPERATIONS Quarterly Patches</p>	<p>OPERATIONS Quarterly Patches</p>	<p>OPERATIONS Quarterly Patches UC Path</p>	<p>OPERATIONS Quarterly Patches</p>	<p>OPERATIONS Quarterly Patches</p>