

FY 2019-2020

Q3

Q4

FY 2019-2020

Q1

Q2

Q3

	FY 2019-2020 Q3	FY 2019-2020 Q4	FY 2019-2020 Q1	FY 2019-2020 Q2	FY 2019-2020 Q3
Platform	Upgrade xMatters API	Patch	Patch	Patch	Upgrade
Requests	Software Licensing Define Device Support Requirements	Device Support	Test Device Support Tasks	Next service requests	
Catalog	Strategy: Roll out by service area		List IT Catalog Offerings		
Portal	Identify prototype theme	Define prototype requirements	Build and test prototype		
Knowledge		Knowledge Ecosystem Refresh Process Owner Transition	Unknown: Knowledge Centered Service?		
Incident	Tier 1 Community of Practice & Technical Users Group			Integrate Business Services	
Major Inc	Integrate at Enterprise Ops Use in OSLs	Oureach to SAIT	CSI of process		
Problem	Process amd role definition		Configure and Test		
Change	Mandatory form fields Updated reports	CSI of process			
Asset		Expanded use: Optometry and RTL	Common standards Working Group		
Portfolio	Identify Business Services			Identify Nodes	
Reporting	Research: Integration with the EDW				EDW Integration
	First Response SLAs Aged Incident Report	Service request SLAs	Inactivity SLAs		CIO and Node Dashboards

- Complete/Scheduled
- In Progress
- Dependent
- Reschedule