ServiceNow Migration
May 20, 2015
• The new IT Governance Documents will be signed and released soon

• The SP Agile Scrum High Level Overview PowerPoint is updated
  – Right click to open the Web page below:
    • ServiceNow Migration Page
Agile Scrum Training Sessions will be available in June 2015 for all NSSC lines of business!!!
• Service Delivery:
  – Currently in Release 1, Sprint 9: Core Case Foundation Development and Research
    • Preparing all Case Management Silos (PR, FM, HR, SOD, I3PBS) with their foundational core: categorizations, assignment groups, tasks, functional detail tabs, quality, etc.
  – SMEs are participating in prototype demos
    • SMEs give valuable feedback and developers work on prototype based on feedback
  – SMEs continue to work with their Business Analyst and developers
  – More demos throughout June!
• ESC
  – Currently in Releases for: CMDB, Change, Knowledge, New Call, Asset, ESRS
  – Upcoming Releases for: Incident, Notification, Service Request (IT), IT Security, Infrastructure Support, Tier 0

Note: The Service Delivery and ESC “ServiceNow Working Group” starts Thursday, 5/28.
  * Training on Out-of-the-box functionality of SN for “train the trainer” team
Questions