

# Service Management SaaS Solution Roadmap

**\*\* Roadmap reflects point in time and expect this roadmap to change as the team learns more\*\***

FY 2013												Fall Back to School Freeze												FY 2014																																
March			April			May			June			July			Aug			Sept			Oct			Nov			Dec			Jan			Feb			March																				
3/4	3/11	3/18	3/25	4/1	4/8	4/15	4/22	4/29	5/6	5/13	5/20	5/27	6/3	6/10	6/17	6/24	7/1	7/8	7/15	7/22	7/29	8/5	8/12	8/19	8/26	9/2	9/9	9/16	9/23	9/30	10/7	10/14	10/21	10/28	11/4	11/11	11/18	11/25	12/2	12/9	12/16	12/23	12/30	1/6	1/13	1/20	1/27	2/3	2/10	2/17	2/24	3/3	3/10	3/17	3/24	3/31

Vendor Setup + Workshops

Service Now Product Release Fall of 2013  
Timing is TBD

Incident Management + Request Fulfillment +  
Inventory Management for miWorkspace

Release 1.0

Activate ITS Users (except ITS Comm/CSDC)  
Activate IT in LSA Users

Production Support / Run

Knowledge Management & Problem Management

Release 1.1

Activate ITS Users (except ITS Comm/CSDC)  
Activate IT in LSA Users??

Change Management + Configuration Management

Release 1.2

Activate ITS Users (except ITS Comm/CSDC)  
Activate IT in LSA Users

ITS Comm / CSDC

Release 1.3

Release 1.3.1

Release 1.3.2

Release 1.3.3

Service Portal & Self Service

Release 1.4

Activate ITS Users (including ITS Comm/CSDC??)  
Activate IT in LSA Users

Enhancements to Inventory and Configuration Management

Release 1.5

IT in LSA Specific Releases (if needed)

AST Specific Releases

Organization Change Management  
& Communications

Phase 2 Planning

Phase 2 Execution