

## Project name: Service Catalog: Phase 2 project

**Date: June 2025**

**88% Complete**



### Progress summary:

All updated Terms of Service (TOS) have been completed and posted to the WaTech website, with the exception of the Digital Experience TOS, which will be available on WaTech’s website by the end of July 2025.

We have completed the updates to the ServiceNow customer portal for Cybersecurity, Data Center, Enterprise Automation, Small Agency IT Support, Cloud, and Mainframe. We are currently working on Data & Integration and expect this to be completed by June 30, 2025.

We are currently working on Communication & Productivity updates to the ServiceNow customer portal and will have this completed by July 31, 2025.

We have completed the service action plans (SAPs) for Cybersecurity, Privacy, Washington State Community Cloud, Washington State Public Cloud, Mainframe, Data Center and Enterprise Automation.

We are currently working on SAPs for Data Services, Integration Tools, Workforce Identity and access, Productivity Suite, Telephony, and Enterprise Architecture.

### Planned Activities

- Continue working on the Digital Experience TOS and publish it on WaTech’s website by the end of July 2025.
- Complete the ServiceNow portal updates for Data & Integration by June 30, 2025.
- Continue working on updates to the ServiceNow customer portal for Communication & Productivity and complete by July 31, 2025.
- Continue working toward completion of the SAPs for Data Services, Integration Tools, Workforce Identity and access, Productivity Suite, Telephony, and Enterprise Architecture.