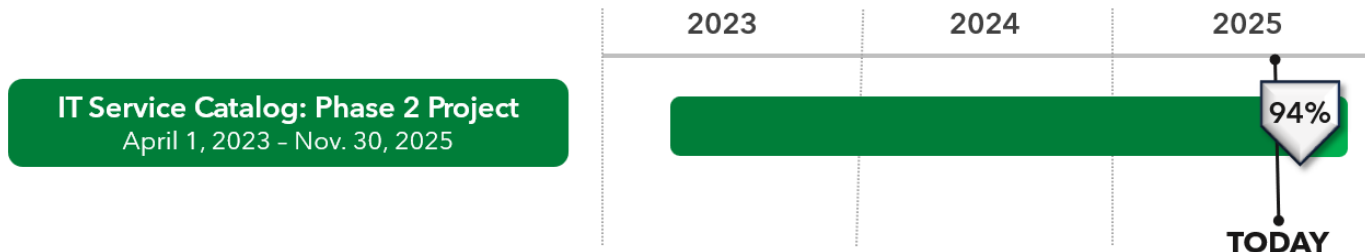


## Project name: Service Catalog: Phase 2 project

**Date: July 2025**

**94% Complete**



### Progress summary:

In July 2025, the IT Service Catalog project focused on accelerating Phase II deliverables, including the development of Service Action Plans (SAPs), defining measurable KPIs, and implementing ServiceNow portal enhancements to streamline service delivery and the user experience.

Efforts concentrated on onboarding remaining service capability areas and advancing SAP development across critical service domains such as Digital Experience, Communication & Productivity (Telephony and Workforce Identity & Access), Integration Tools, and IT Governance. Early in the month, SAP progress was hindered by resource constraints and competing team priorities, keeping the project in yellow status. To mitigate these risks, leadership escalations were made to executive sponsors, which led to the completion of draft SAPs for Productivity Suite, IT Enterprise Governance, IT Major Project Oversight, and IT Policy, all of which are now ready for next-level reviews. Additionally, OKRs/KPIs for Integration Tools were finalized, and feedback was obtained from legal on the Digital Experience Terms of Service, preparing it for upcoming publication.

Key SAPs are targeted for finalization in the coming weeks, with the Digital Experience team slated for completion in early August, maintaining positive momentum post-escalation.

### Key Accomplishments

- Onboarded all remaining service capability areas, enabling full SAP development coverage.
- Finalized draft SAPs for Productivity Suite, IT Enterprise Governance, IT Major Project Oversight, and IT Policy.
- Completed draft OKRs/KPIs for Integration Tools.
- Received legal feedback on the Digital Experience Terms of Service, preparing it for final review.
- Advanced ServiceNow configuration work for Communication & Productivity services.
- Increased executive engagement through escalations, resulting in improved cross-team accountability and delivery focus.

### Key Risks & Issues

- Resource availability and SME bandwidth continue to constrain SAP and KPI development efforts.
  - *Mitigation:* Targeted leadership escalations, prioritized deliverable schedules, and continuous stakeholder outreach.
- Potential gaps in ServiceNow technical expertise as configuration expands.
  - *Mitigation:* Assess resource needs and onboard additional support where necessary.

**Next Steps**

- Finalize SAPs for remaining service areas, particularly Digital Experience, Telephony, Workforce Identity & Access, and Enterprise Automation.
- Integrate completed OKRs/KPIs into the organizational service capability tracker.
- Publish the Digital Experience Terms of Service, pending final executive approval.
- Continue ServiceNow portal configuration activities aligned with Phase II objectives.