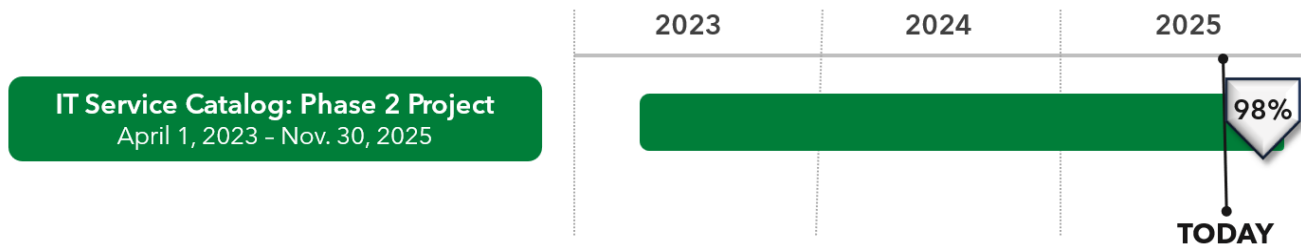


Project name: Service Catalog: Phase 2 project

Date: August 2025

Completion: 98%



Progress summary:

In August 2025, the IT Service Catalog: Phase 2 project progressed, increasing completion from 94% to 98%. The focus was on finalizing and reviewing Service Action Plans (SAPs), advancing measurable KPIs, and preparing services for Communications review.

Key progress included incorporating deputy director feedback into the SAPs for the Productivity Suite, Telephony, Secure Connections, and Network Connectivity services. Several SAPs, including Integration Tools, Policy & Governance, and Enterprise Architecture, reached advanced stages of review with OKRs/KPIs confirmed and integrated into enterprise tracking. Telephony and Secure Connections updates were delivered mid-month, with expanded scope to include VPN, ICA, and firewall coverage.

Enterprise Architecture key results were finalized with the service owner, and Data Services and Digital Experience deliverables nearing completion. At the same time, ServiceNow configuration and portal improvements continued, supporting the project's goal of making the catalog more customer-centric, less technical and easier to navigate.

Key Accomplishments

- Incorporated Deputy Director feedback across multiple SAPs, including Productivity Suite, Telephony, Secure Connections and Network Connectivity.
- Finalized and advanced SAPs for Integration Tools, Policy & Governance, and Enterprise Architecture.
- Completed updates to Telephony and Secure Connections, including expanded coverage of VPN, ICA and firewall.
- Delivered in-flight handoffs and confirmed OKRs/KPIs for Data Services, DEX, and Integration Tools; integrated into enterprise tracking.
- Advanced ServiceNow portal configuration in accordance with Phase II goals.
- Strengthened leadership oversight and accountability through escalations, maintaining delivery focus.

Key Risks & Issues

- Resource availability and SME bandwidth continued to constrain SAP and KPI development efforts.
 - Mitigation: Leadership escalations, targeted scheduling, and deputy director direction to prioritize deliverables.
 - Mitigation: Identify missing skills and onboard additional temporary resources as needed.

Next Steps

- Finalize remaining SAPs, ensuring all deputy director feedback is incorporated and reviews completed.
- Complete Communications reviews for Integration Tools, Network Connectivity, and Secure Connections.
- Publish Digital Experience Terms of Service.
- Continue rolling out ServiceNow portal enhancements to improve usability and customer experience.
- Prepare for project closeout activities, targeted for November 2025.