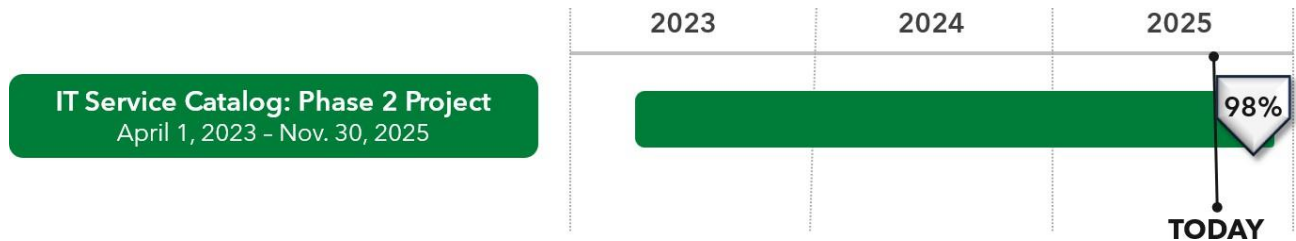


Project name: Service Catalog: Phase 2 project

Reporting period: September 2025

Completion: 83% (up from 67% at the start of the month)



Progress summary:

In September, the Service Catalog Phase II project made steady progress toward finalizing and publishing new Service Action Plans (SAPs). The team advanced reviews, completed draft content for several service areas, and resolved key dependencies like financial charts and owner feedback.

Key Accomplishments

Service Action Plans (SAPs) Development and Reviews

- Submitted SAP drafts for Inclusive Design, Resident Experience, and legacy SecureAccess Washington (SAW), including financial charts, for approval.
- Finalized Telephony key performance indicators (KPIs) and continued edits with support from service owners and leadership.
- Completed the Enterprise IT Strategic Plan SAP draft and prepared it for final leadership review.
- Drafted SAPs for Secure Connections, Enterprise Governance, Integration Tools, and Data Services, and completed their Executive Team (E-Team) reviews.

Coordination and Communication

- Prepared SAPs for Productivity Suite and Telephony for final review.
- Facilitated owner updates for multiple SAPs following E-Team feedback.
- Finalized the “Workforce Identity and Access” SAP and prepared it for submission.
- Continued collecting DEX (Digital Experience Program) data and KPIs to complete remaining SAPs.

Current Focus

- Support final edits and sign-offs for Telephony and Productivity Suite SAPs.
- Finalize and submit the Workforce Identity and Access SAP to leadership.
- Complete the Integration Tools SAP and prep for publication.
- Continue driving owner responses to E-Team feedback to keep all SAPs moving forward.

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.