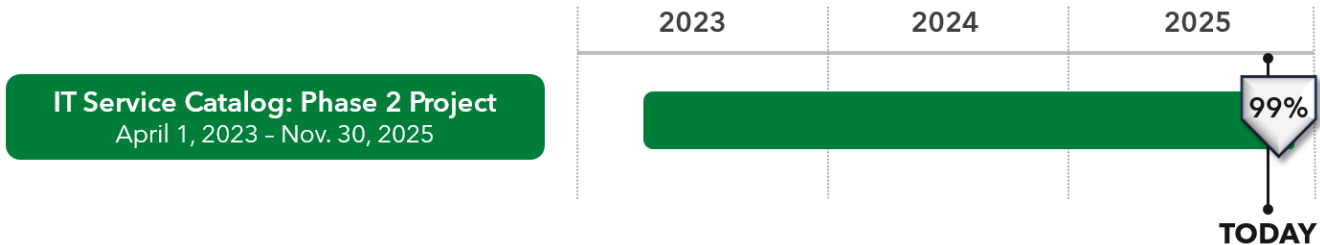


Project name: Service Catalog project--Phase 2

Date: October 2025

99% Complete



Progress Summary

Telephony advanced through Finance approval and is in Communications review. Productivity Suite, Workforce Identity & Access, and IT Policy were submitted to Communications. Digital Experience SAPs (Inclusive Design, Resident Experience, Authentication & Access) are incorporating Deputy Director edits. KPIs/OKRs, Terms of Service, and ServiceNow configuration updates are complete.

Risks: Incorporating Deputy Director edits for Digital Experience; Communications and E-Team timelines may affect November publication; post-project business ownership confirmation is pending.

Planned Activities

Drive Telephony to publication, complete Comms reviews for remaining SAPs, incorporate Deputy Director edits for Digital Experience, and coordinate the handoff to the new business/SAP owner.