

Project name: Design Review Transformation (DRT)

Reporting Period: April 2026

Overall Status

The project remains on track following the successful Release 1 deployment. April demonstrated strong coordination across project management, ServiceNow development, communications, governance, and organizational change management activities. The team is now transitioning from initial deployment into adoption support, continuous refinement, and planning for the next phase of implementation.

Progress Summary

April marked a major milestone for the Design Review Transformation (DRT) project with the successful deployment of Release 1 to production on April 21, 2026. The release introduced the first phase of delegated agency reviews and represented the transition from planning and design into operational delivery. Alongside the deployment, the project team delivered agency communications, training materials, governance briefings, and customer engagement activities to support adoption and readiness.

Throughout the month, the team continued future-state process workshops focused on non-delegated technology reviews while advancing organizational change management activities, training development, and planning for future enhancements and releases.

Key Accomplishments

Release 1 Deployment

- Successfully deployed Release 1 to ServiceNow production on April 21.
- Received Change Advisory Board (CAB) approval prior to deployment.
- Confirmed operational readiness and deployment stability.
- Established the foundation for delegated agency reviews for lower-risk solutions.

Agency Engagement and Communications

- Delivered an All-Agency Project Briefing following deployment.
- Finalized all agency-facing communications and support materials, including:
 - Job aids
 - Town Hall presentation materials
 - BRM and manager talking points
 - Training communications

- Created an internal agency resource site to centralize Release 1 training and communications materials.
- Developed a QR code feedback survey to collect customer insights and adoption feedback.

Future-State Process Design

- Conducted multiple future-state workshops focused on non-delegated technology review processes.
- Continued refinement of end-to-end process flows and reviewed integration concepts.
- Advanced definition work for delegated review integrations and workflow requirements.

Organizational Change Management (OCM)

- Held the first internal change management workshop.
- Conducted OCM Readiness Review #1.
- Began synthesizing themes and insights gathered from workshops and engagement activities.
- Continued development of the Release 1 training video.

Customer and Stakeholder Engagement

- Successfully facilitated the April 14 IT Industry Forum workshop.
- Captured agency feedback and customer insights to inform future-state process mapping and roadmap priorities.
- Continued Steering Committee engagement and governance reporting activities.

Current Focus Areas

- Analyze customer and staff feedback from workshops and engagement sessions.
- Continue future-state workshops for non-delegated reviews.
- Finalize Release 1 training materials, schedule and office hours support.
- Develop detailed planning and scheduling for upcoming enhancements and releases.
- Advance future-state workflow and process documentation.
- Analyze medium complexity use cases for additional agency delegated technology reviews.