

*Service Now Project  
Update  
July 9<sup>th</sup>, 2012*



# Project Plan/Timeline



## ServiceNow Timeline



USF

# *Service Now Demo*



- Demonstration of the current production instance of Service Now

[Service-Now Demo](#)

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# *July Activities*



- Training:
  - 2 Hour hands on training sessions
  - First session begins on Thursday 7/12
  - Email announcement to follow with training details
  - Testing occurs as training completes
- Switchover plan:
  - Wednesday 7/25 demo/testing data removed from Service-Now
  - Thursday 7/26 tentative cutover date
  - Agents would have through 7/30 to move existing incidents to Service-Now

# *Questions?*



- Refer to [help.blog.usf.edu](http://help.blog.usf.edu) for updates.
- Email Chris Teeples ([cteeples@usf.edu](mailto:cteeples@usf.edu)) if you have any specific questions or concerns.