### Northwestern ITSM Initiative Roadmap

#### 2018

**Defined Service Taxonomy**
- ITSM Steering Committee formed
- Footprints User Group formed
- Service Roles defined
- Service Portfolio Records created

**Enhanced IT Service Catalog**
- IT Service Catalog Working Group formed
- IT Service Catalog redesign

**Updated Knowledge Management Process**
- Roles and Responsibilities Knowledge Management RACI matrix
- Workflow swimlane diagram

**Matured Change Management Process**
- Change Management process guide
- Revised Change Management Categorization document

**Refined Incident Management**
- Incident Priority matrix
- Incident Management Practices training and adoption
- Categorized and triaged incident IT Support Center report

**Established Operational Metrics**
- Modified reports for Footprints data developed
- Executive KPI brief

**Completed Process Maturity Assessment**
- Resources Committed
- Develop SOW
- Process Maturity evaluation
- Internal Recommendation report

#### 2019

**User Testing and Stakeholder feedback**

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**Project Management and Communications**

- User Testing and Stakeholder feedback