

Sprint 14 - 22

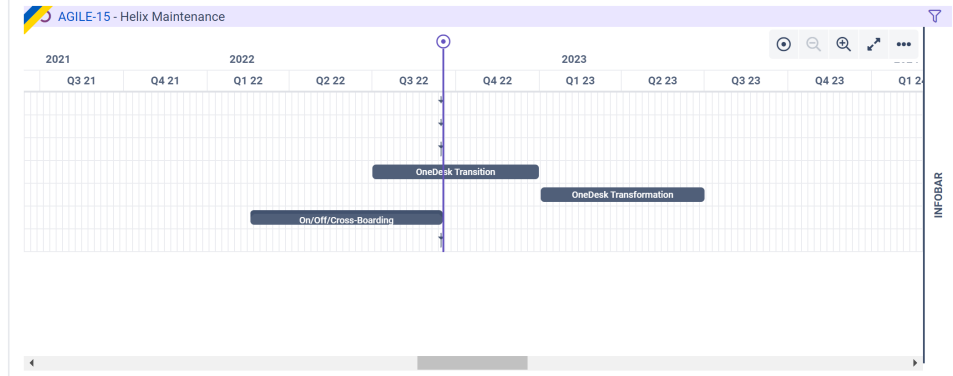
ServiceOne Sprint 14 Report			
Date	Report in progress		
Start	14 Nov 2022	End	16 Dec 2022
Sprint Goal(s)	DT: Revamping the Contingent Worker workflow and the User Catalogue view to enhance the UX and keep the biz as usual up-and-running. BWF: Update catalogue for SBS LOB and improve agent experience before the end of year period		
Completed Story Points	100.5		
Sprint Achievements Summary	<p>Main changes coming from SBS & ITSM</p> <ul style="list-style-type: none"> • Change labels in SSO Application Integration • Remove "From Scratch" • Incident (Report an IT Application/Software incident) and SR (Application Evolution (non-SAP, non-CRM)) • Problem Management • Mandatory Fields for incidents • Change fields in the Core CRM list • Make Escalation information available in Cases and Reports in Business Workflow • Allow tickets to be generated based on gform • Retire Cloudroom Video Service • Update SR for Digital Signage • Goods recipes SR creation • HR Operations Global Template creation • Create a new service, "Create Service Master" • New rule of assignment for recruitment process 1/2 • New rule of assignment for recruitment process 2/2 • Update Recruitment Service Description • Update Recruitment Service Request Options • Create a Categorization Rule for HR SUPP cases • Remove the categorization Tier 2 Job Opportunities and Tier 3 Tool Support • Update Employee Performance Service Request • Create new Service Request inside Career & Performance: "Succession Planning" • Change Description of "Data Requisition - Mass Customer Creation" Service • Add a Mandatory field in the second position of a Service Request • Create PO Workcycle • Change the SR Close/Delete PO • Catalog simplification for Sprint 14 • Create Replicon Support SR • [Onboarding] Visibility request "PC Status : Completed" <p>Main changes coming from the User Experience</p> <ul style="list-style-type: none"> • Ergonomics (UX) improvements to "iSTAR Third-Party Access (TPA) - Manage Company / Application / Desktop Pool (Desktop Pool option is available for TPA team usage only)" service • Ergonomics (UX) improvements to "iSTAR Third-Party Access (TPA) technical (option available for TPA team usage only)" service • Ergonomics (UX) improvements to "Third-Party Access (TPA) technical (option available for TPA team usage only)" service • Ergonomics (UX) improvements to "Third-Party Access (TPA) User Access Management / Other Request / Software Installation (Software installation option is available for TPA team usage only)" service 		

Sprint 14 Jira Link

Release Versions

ServiceOne Backlog

Timeline Roadmap



Development Work (Guided) Epics & Releases Roadmap

