

Q1 - 2023 Overview

More information can be provided by SBS and ITSM teams

ServiceOne Business Value Delivery Status Report			
Project(s)	ServiceOne		
Business Mission	To improve and simplify the entry point for employees to access IT and SBS-related services		
PI/ QBR Q-23 Some Key Engineering/Technical Objectives for ServiceOne	<p>Main changes coming from SBS</p> <p>Main changes coming from ITSM</p> <p>Main changes coming from the User Experience - "Redesign Homepage and catalogue:</p>		
PI / QBR Start	16 Dec 2022	PI / QBR End	17 Mar 2023
PI / QBR Goal(s)			
PI / QBR Summary			
Timeline Roadmap (In progress)	<p>The roadmap displays the following key milestones and phases:</p> <ul style="list-style-type: none"> OneDesk Transition: A major phase starting in Q3 2022 and continuing through Q4 2022. On/Off/Cross-Boarding: A phase occurring during Q3 2022. Ergonom: A smaller phase occurring in Q4 2022. Po2 Dan: A smaller phase occurring in Q4 2022. Po2 Spin-off: A phase starting in Q1 2023 and continuing through Q2 2023. <p>The timeline is divided into quarters from Q1 2022 to Q1 2024. A vertical blue line indicates the current position in Q4 2022. Below the main timeline, a section for 'Sprints' and 'Releases' is visible, with releases R12a through R20 marked with status icons (green for success, red for failure).</p>		