Service Manager Roadmap

2022

Q1

Analytics & Auditing
- *Preserve the entire Work Item History in Analytics*
- *View Groomed Work Items in the Portal*

IIS Configuration
- *Preserve settings between upgrades*
- *App Pool Initialization*
- *Session Timeouts*

Activity Management
- *Add Activities to Parallel Activities*

Global Search
- *Configurable Max Results*
- *Exit Beta*

Notification Activity
- *Dramatically simpler way to build notifications within a Work Item*

Q2

Quick Actions in Work Item Grid Views
- *Perform Common Tasks without going into a dedicated Work Item page*
  - *Assign To Me*
  - *Add Comment*
  - *Add Impacted CI*

Knowledge Article Improvements
- *Templating*

Teams – New Work Items
- *Drive messages/requests into:*
  - *Request Offering*
  - *New Work Item*

Delay Activity
- *Automatically Sleep/Resume Activity*

Power Apps
- *Dataverse Integration*

2023

Q3

Cloud Activity
- *Pivot between different automation systems/types through a single Activity*
- *Generic Workflow Activity*
- *Calculate ROI*

Watchlist
- *Notifications to Watchers on Action Log updates*

Cloud Connector
- Conditional triggers

Timeline View
- *View detailed Work Item History in a single view*

Global Search
- *Search Statistics/funnels*
- *Save Search*

Q4

Microsoft Intune
- *Sync Alert + Device Data*

Relationship View
- *Understand dependencies across SCSM*
- *Visualize SCSM concepts and how they relate to other Work Items, Config Items, etc.*

Service Catalog – RO/SO
- New layouts
- Guided lead ins to RO

Template Management
- Create and Edit Templates in the portal

Add-Ins App Store
- *Hosted support for packageable Platform artifacts to share between customers*

Under Consideration

Service Manager Portal

Asset Management

Actively Working *QA* *User Acceptance* *Complete*