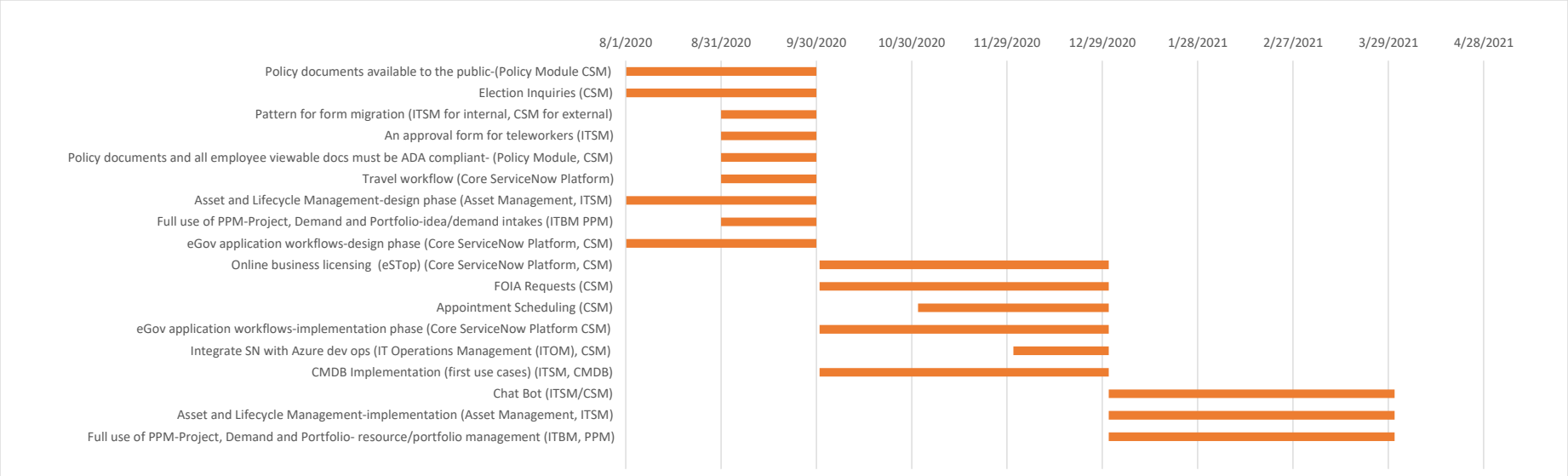
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Policy documents available to the public-(Policy Module CSM)
Election Inquiries (CSM)
Pattern for form migration (ITSM for internal, CSM for external)
An approval form for teleworkers (ITSM)
Policy documents and all employee viewable docs must be ADA compliant- (Policy Module, CSM)
Travel workflow (Core ServiceNow Platform)
Asset and Lifecycle Management-design phase (Asset Management, ITSM)
Full use of PPM-Project, Demand and Portfolio-idea/demand intakes (ITBM PPM)
eGov application workflows-design phase (Core ServiceNow Platform, CSM)
Online business licensing (eSTop) (Core ServiceNow Platform, CSM)
FOIA Requests (CSM)
Appointment Scheduling (CSM)
eGov application workflows-implementation phase (Core ServiceNow Platform CSM)
Integrate SN with Azure dev ops (IT Operations Management (ITOM), CSM)
CMDB Implementation (first use cases) (ITSM, CMDB)
Chat Bot (ITSM/CSM)
Asset and Lifecycle Management-implementation (Asset Management, ITSM)
Full use of PPM-Project, Demand and Portfolio- resource/portfolio management (ITBM, PPM)