

# Service Manager Roadmap

2020

2021

Q3

Q4

Q1

Q2

## Secure Protocol Update

- Move all Application Communications & Encryption to latest protocols
- Partial FIPS Support
- Console Apps Installer



## Asset Management Improvements

- More Asset Excel Search Parameters
- Improved matching criteria for Models and Manufacturers
- Deeper Portal Navigation for Related Assets



## Customization Release

- Add-Ins via Platform
- Improved CSS Class Names
- Customize Chart Colors
- Collapsible Dashboard Widgets
- Edit Unsaved Actions Logs
- Calendar Dashboard Widget
- Add Activities to SR or CR



## Global Search Detailed Results Page

- Granular criteria-based refinement against Global Search
- Contains, like, relative, etc.

## Microsoft Teams Integration

- Global Search SMP From Teams
- View Active Work/My Requests
- Add Comments on Work Items from Chat
- User Presence in SMP
- Rich SMP Cards in Teams



## Implement Auto Save on Comment Addition in Work Item

## Add-Ins App Store

- Hosted support for packageable Platform artifacts to share between customers

## ARO Improvements

- More criteria for determining which prompts/pages to display
- Directly map Related Object properties without runbooks

## Global Search Statistics

- Insights as to what users are searching for and how to refine

## Customizable Work Item Grids

- Richer configuration of My Work, Team Work, and All Work.
- Support for Child Properties and Calculated Properties

## Quick Actions in Work Item Grid Views

- Perform Common Tasks without going into a dedicated Work Item page
  - Assign To Me
  - Add Comment
  - Attach File
  - Add Impacted CI

## Software Asset Usage Report

- Built-in Report
- Details software usage on devices

## Knowledge Article Templates

- Enable a way to provide a consistent look and feel to KB articles/process

Under Consideration

Service Manager Portal

Asset Management



Actively Working



QA



User Acceptance

# Remote Support Roadmap

