



NET+ ServiceNow Newsletter

October 2020

In this version of the NET+ ServiceNow Newsletter, learn about the latest updates about ServiceNow offerings including the most recent releases and links to relevant details, comments and feedback from the ServiceNow Advisory Board, as well as best practices in ServiceNow use around the Internet2 Community.



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UPCOMING EVENTS

November ServiceNow Advisory Board Meeting

November 2, 2020

Open Conference Call discussion

See **Zoom link** in Advisory Board
Section

ServiceNow Updates

Updates from ServiceNow regarding product offerings, including any new release.

Paris Release - HELPFUL LINKS

- [Paris release notes](#)
- [Paris highlights](#)
- [Release notes for upgrading from Orlando](#)
- [Release notes for upgrading from New York](#)
- [Release notes for upgrading from Madrid](#)
- [Release notes for upgrading from London](#)
- [Available patches & hot fixes](#)
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- [Accessibility & Compliance \(VPAT\)](#)



Paris



Orlando Release - HELPFUL LINKS

- [Orlando release notes](#)
- [Orlando highlights](#)
- [Release notes for upgrading from New York](#)
- [Release notes for upgrading from Madrid](#)
- [Release notes for upgrading from London](#)
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Orlando

ServiceNow Advisory Board Updates

Upcoming Meeting: November 2, 2020

The November ServiceNow Advisory Board Meeting will be held in an “open office hours” call format where any member of the community is welcome to stop in and chat.



- Date: November 2, 2020
- Time: 1 PM Pacific, 2 PM Mountain, 3 PM Central 4 PM Eastern
- [Join Zoom Meeting](#)
Meeting ID: 986 8534 9291
Passcode: 2020

October Meeting Recap

The NET+ ServiceNow Service Advisory Board met in October to discuss the makeup of the Board, this upcoming newsletter, as well as format and details of the November meeting in which we will hold open office hours. General discussion was also had around a number of community services the Board is looking to advise on, most notably the concept of an Internet2 community ServiceNow instance to showcase best practices in use today as well as how different tools could be used in a higher education setting. If you would like to have input into this, please contact us at netplus@internet2.edu with your comments.

NET+ ServiceNow - HELPFUL LINKS

- [NET+ ServiceNow Program Main Page](#)
- [NET+ ServiceNow Advisory Board Meeting Agendas](#)
- [SAFE Campus Promotion](#)

Around the Community

Commentary from 12 ServiceNow users: advice, best practices, feedback.



ServiceNow Higher Education Virtual Forum

On September 24th, ServiceNow held a Higher Education Virtual Forum where 6 universities spoke on the following topics:

A Digital Campus for the Student Experience & How to Lead Campus-Wide Change

- California Polytechnic State University
- DePaul University

Anticipating and Meeting Evolving Student Expectations in a Digital Environment (Executive)

- Lone Star College
- University of Texas at San Antonio

Redesigning the Student Experience (Technical) & Digital Transformation, Success Stories on Campus

- University of Chicago
- University of Notre Dame

The recordings for each of these sessions can be found [here](#).

SNow Higher Education Group - Mailing List

This mailing list is for ServiceNow customers or potential customers who are members of higher education institutions. There are many collaborative resources available for ServiceNow customers, for ITIL/ITSM, and for higher education, but none specifically in the space that crosses all three. In that context Karen Van Dusen (Carnegie Mellon University) and Hillary Rosenfeld (Boston University) maintain this list for anyone who is a ServiceNow customer and in higher education. Topics typically range from ServiceNow implementation and adoption strategies in higher ed to networking planning for events like ServiceNow's Knowledge conferences.

To participate visit (no vendors please): groups.google.com/group/snow-higher-ed

The most recent topics of discussion on this mailing list were:

- ◆ Share your ServiceNow governance structure/artifacts
- ◆ Service Catalog: Alignment between ECAR model and ServiceNow CSDM
- ◆ ServiceNow team size and structure
- ◆ Service Portfolio/Structure for Student Services
- ◆ ServiceNow Higher Education 4 Part Webinar Series

Higher Education Collaborative Resources for ITSM (IT Service Management)

itSMF is a not for profit international organization focused on IT Service Management. The Higher Education Community of Interest Group is devoted to discussion, development, and adoption of IT Service Management principles in support of institutions of higher education.

- itSMF USA - Higher Education Community of Interest (CoI)
 - LinkedIn Group -> itSMF USA - Higher Ed CoI
 - www.itsmfusa.org -> Community -> Community of Interest Groups
 - <http://www.itsmfusa.org/?commofinterest>
 - Sign Up at higheredsig@itsmfusa.org

EDUCAUSE is an international organization focused on IT within higher education. Within the organization, there is a constituent group for members interested in IT Service Management:

- EDUCAUSE ITSM CG (Constituent Group)
 - www.educause.edu/discuss -- Search "ITSM" -- click "[ITSM]"
 - <http://sites.google.com/a/educause.edu/educause-wiki-site/itsm>

The most recent topics of discussion on this mailing list were:

- ◆ Asset tracking software
- ◆ CHG and MIR for cloud hosted solutions
- ◆ Extending the EDUCAUSE Higher Education IT Service Catalog model
- ◆ ITSM CG Webinar - Service Catalog Panel Discussion: From Paper to Practice
- ◆ Location / Facilities Data Synchronization with ITSM