



NET+ ServiceNow Newsletter

November 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.



Table of Contents

ServiceNow Updates

[Paris Release - HELPFUL LINKS](#)

[ServiceNow - EVENTS](#)

[Upcoming ServiceNow Webinars](#)

ServiceNow Advisory Board Updates

[Upcoming Meeting: December 7, 2020](#)

[November Meeting Recap](#)

[NET+ ServiceNow - HELPFUL LINKS](#)

Around the Community

[I2 online event: Embracing the 'New Normal' for Campus Operations](#)

[SNOW Higher Education Group - Mailing List](#)

[Higher Education Collaborative Resources for ITSM \(IT Service Management\)](#)

[Specific Collaborative Resources @ ServiceNow](#)

UPCOMING EVENTS

ServiceNow Webinar: University of San Francisco reduced incidents by 10% and revitalized IT services with self-help and automation

Nov 19, 2020 @ 8am PT/11am EST
See registration details below

December ServiceNow Advisory Board Meeting

December 7, 2020
See Advisory Board section for meeting agenda

ServiceNow Webinar: 10x growth in 18 months—University of South Carolina's Knowledge Management journey

Dec 15, 2020 @ 10am PT/1pm EST
See registration details below

ServiceNow Updates

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

Paris Release - HELPFUL LINKS

- [Paris release notes](#)
- [Paris highlights](#)
- [Accessibility & Compliance \(VPAT\)](#)



Paris



ServiceNow - EVENTS

A complete listing of upcoming ServiceNow events, live demos and webinars can be found [here](#).

Upcoming ServiceNow Webinars

- **University of San Francisco reduced incidents by 10% and revitalized IT services with self-help and automation**
 - ◆ **Date:** Thursday, November 19
 - ◆ **Time:** 8:00 am - 9:00 am PT | 11:00 am - 12:00 pm ET
 - ◆ [Click here to register](#)

- **10x growth in 18 months—University of South Carolina’s Knowledge Management journey**
 - ◆ **Date:** Tuesday, December 15
 - ◆ **Time:** 10:00 am - 11:00 am PT | 1:00 pm - 2:00 pm ET
 - ◆ [Click here to register](#)

ServiceNow Advisory Board Updates

Upcoming Meeting: December 7, 2020

The next ServiceNow Advisory Board Meeting will be held on December 7, 2020. Agenda topics for this meeting include:

- *Roll Call*
- *High level discussion on Higher Education roadmap for 2021*
- *Review of Institutional Profile Survey Results from AB*



The agendas for all ServiceNow Advisory Board meetings can be found [here](#).

November Meeting Recap

The NET+ ServiceNow Service Advisory Board met in November in a special session which was the first of its kind. Open Office Hours were held for the community to come not only to meet the Service Advisory Board that works on their behalf but also to engage in community discussion topics of interest. General discussion was held on a number of topics ranging from project management best practices to business models around certain suites of tools and finally future releases of the platform. Community participants commented that this was a good idea moving forward and should happen on a regular basis. As such, the Service Advisory Board is looking to do just that.

NET+ ServiceNow - HELPFUL LINKS

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

Around the Community

Commentary from I2 ServiceNow users: advice, best practices, feedback.



I2 online event: Embracing the 'New Normal' for Campus Operations



On November 10th, Internet2 held an engaging and highly-relevant event to the current challenges being faced by our community. Presentations included:

- **American University's COVID-Related Technology & Service Delivery Changes**
 - ◆ Terry Fernandez, Senior Director of Customer Services & Support (American University)
- **DocuSign and Banner Integration at Oregon State University**
 - ◆ Brad Dennis, Product Manager (OnBase/DocuSign), Enterprise Computing Services (Oregon State University)
- **Moderated by Jennifer Sparrow: Deputy CIO and AVP for Teaching & Learning with Technology (Penn State University)**

EVENT LINKS

- [Click here to watch the recording of the event](#)
- [Click here to view the webinar slides](#)

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:

- Webinar Announcement: Essence of ITIL Change Management and Intro to DevOps
- ITSM CG Webinar - Service Catalog Panel Discussion: From Paper to Practice
- Share your ServiceNow governance structure/artifacts
- Service Catalog: Alignment between ECAR model and ServiceNow CSDM
- ServiceNow team size and structure

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:

- ITSM RFP Scenarios
- ITSM Performance Evaluations
- October Virtual Open House - ITSM
- EDUCAUSE Annual Conference & Other Updates
- 2020 Educause Community Group Social

Specific Collaborative Resources @ ServiceNow

These are resources presented and run by ServiceNow on and for the community.

- [Higher Education Community Group on the ServiceNow community site](#)
- [ServiceNow Higher Ed Special Interest Group : LinkedIn](#)