



# NET+ ServiceNow Newsletter

February 2021

*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

February ServiceNow Advisory Board Meeting  
March 1, 2021  
See Advisory Board section for meeting agenda

# ServiceNow Updates

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

## What's New - Paris Release

### **Safe Workplace Applications**

- [Employee Readiness Surveys](#)
- [Employee Health Screening](#)
- [Workplace Safety Management](#)
- [Workplace Personal Protective Equipment Inventory Management](#)
- [Safe Workplace Dashboard](#)
- [COVID-19 Global Health Data Set](#)
- [Contact Tracing](#)
- [Employee Readiness Core](#)
- [Employee Travel Safety](#)
- [Health and Safety Testing](#)
- [Vaccination Status](#)

### **Emergency Response Management Applications**

- [Emergency Response Operations](#)
- [Emergency Outreach](#)
- [Emergency Self Report](#)
- [Emergency Exposure Management](#)

### **Other New Applications**

- [Vaccine Administration Management](#)
- [Hardware Asset Management](#)
- [Natural Language Query](#)
- [Predictive Intelligence Workbench](#)
- [Process Automation Designer](#)
- [Upgrade Center](#)
- [Workforce Optimization for ITSM](#)

## Updated Features & Products - Paris Release

### [Analytics, Intelligence, and Reporting release notes](#)

Now Intelligence has new and updated features in the Paris release.

### [Customer Service Management release notes](#)

Customer Service Management has new and updated features in the Paris release.

### [DevOps release notes](#)

ServiceNow® DevOps product enhancements and updates in the Paris release.

### [Field Service Management release notes](#)

ServiceNow® Field Service Management product enhancements and updates in the Paris release.

### [Financial Services Operations release notes](#)

Financial Services Operations is new in the Paris release.

### [Governance, Risk, and Compliance release notes](#)

ServiceNow® Governance, Risk, and Compliance product enhancements and updates in the Paris release.

### [HR Service Delivery release notes](#)

ServiceNow® HR Service Delivery product enhancements and updates in the Paris release.

### [IT Asset Management release notes](#)

IT Asset Management has new and updated features in the Paris release

### [IT Business Management release notes](#)

IT Business Management has new and updated features in the Paris release.

### [IT Operations Management release notes](#)

IT Operations Management has new and updated features in the Paris release.

### [IT Service Management release notes](#)

IT Service Management has new and updated features in the Paris release.

### [Mobile release notes](#)

ServiceNow® Mobile product enhancements and updates in the Paris release.

[Now Platform administration release notes](#)

Now Platform® administration product enhancements and updates in the Paris release.

[Now Platform App Engine release notes](#)

The Now Platform® App Engine has new and updated features in the Paris release.

[Now Platform capabilities release notes](#)

Now Platform® capabilities enhancements and updates in the Paris release.

[Security Operations release notes](#)

Security Operations has new and updated features in the Paris release.

[Service Management release notes](#)

Service Management has new and updated features in the Paris release.

[Telecommunications Service Management release notes](#)

Telecommunications Service Management is new in the Paris release.

[Now Platform user interface \(UI\) release notes](#)

Now Platform UI product enhancements and updates in the Paris release.

[Subscription Management release notes](#)

ServiceNow® Subscription Management product enhancements and updates in the Paris release.

[Workplace Service Delivery release notes](#)

The ServiceNow® Workplace Service Delivery application provides employees with a single place to manage their workplace tasks. Workplace Service Delivery is a new suite of applications in the Paris release.



## ServiceNow - EVENTS

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

## Upcoming ServiceNow Webinars

There are currently no new ServiceNow higher education webinars scheduled. Please send us an email at [netplus@internet2.edu](mailto:netplus@internet2.edu) with webinar topics you would like to see posted!

## ServiceNow Advisory Board Updates

### Upcoming Meeting: March 1, 2021

*The next ServiceNow Advisory Board Meeting will be held on March 1, 2021 Agenda topics for this meeting include:*

- *Review of finalized Goals*
- *Accessibility Group Charter Review*
- *Discussion on Enterprise Service Management Licensing with ServiceNow*
- *Discuss Framework for Common Service Data Models*



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

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## January/February Meeting Recap

Due to difficulties in scheduling in the beginning of the year, the January and February meetings were held close together. This gave us the ability to not lose focus as we began discussions around goals for the year and then were able to quickly hone in on

those we felt mattered most for the coming months. This led us to the following 5 goals which are outlined in no particular order or priority.

- Agreement Updates
  - General Ts and Cs Updates
  - Accessibility Language Updates
  - Security Language Updates
- Institutional Profiles of the Community
- Modeling ServiceNow Engagement of Consulting for the Participant Community
- Enterprise Service Management Licensing
- Common Service Data Models

These goals will be further defined in the coming weeks with actionable items and outcomes so please check back on a regular basis for updates.



## 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.*



## 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](https://groups.google.com/group/snow-higher-ed)

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

- Virtual Agent - Higher Ed
- Questions & Concerns Regarding Multi-Factor Authentication
- Using Dynamic Workflows in ServiceNow
- Structuring the Network as a Service in ServiceNow
- ServiceNow to manage inventory process

## 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](http://www.itsmfusa.org) -> Community -> Community of Interest Groups
  - <http://www.itsmfusa.org/?commofinterest>
  - Sign Up at [higheredsig@itsmfusa.org](mailto: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](http://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:**

- Anti-Racism in Academia “Persist” Breakout Sessions
- Change Request Questions
- Change and ERP Systems
- CMDB in TeamDynamix
- ITSM Events in 2021

**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](#)