



NET+ ServiceNow Newsletter

April 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

May ServiceNow Advisory Board Meeting

May 3, 2021

See Advisory Board section for meeting agenda

[Specific Collaborative Resources @ ServiceNow](#)

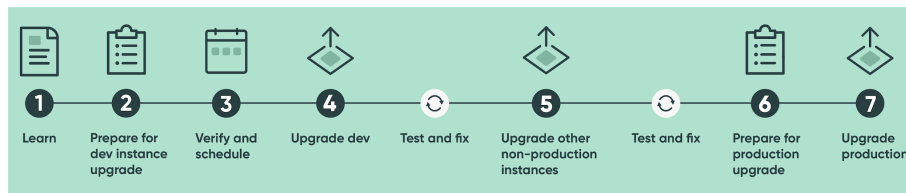
ServiceNow Updates

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

Quebec Release Highlights



Quebec Release Notes



[Click here](#) to learn more about **Quebec** and prepare your upgrade.

- [Quebec release highlights](#)
- [Quebec accessibility & compliance](#)

Quebec Release: Updated Features & Products

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

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

[Customer Service Management release notes](#)

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

[DevOps release notes](#)

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

[Field Service Management release notes](#)

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

[Financial Services Operations release notes](#)

Financial Services Operations is new in the Quebec release.

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

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

[IT Asset Management release notes](#)

IT Asset Management has new and updated features in the Quebec release.

[IT Business Management release notes](#)

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

[IT Operations Management release notes](#)

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

[IT Service Management release notes](#)

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

[Mobile release notes](#)

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

Now Platform administration release notes

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

Now Platform App Engine release notes

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

Now Platform capabilities release notes

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

Security Operations release notes

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

Telecommunications Service Management release notes

Telecommunications Service Management is new in the Quebec release.

Paris Release: What's New & Helpful Links

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](#)



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 with webinar topics you would like to see posted!

ServiceNow Advisory Board Updates

Upcoming Meeting: May 3, 2021

The next ServiceNow Advisory Board Meeting will be held on May 3, 2021. Agenda topics for this meeting include:

- *Updated Quebec Business Model Review*
- *Final Review: Accessibility Group Charter*
- *Accessibility Addendum Update*
- *Update on Refreshing the Agreement*



The agendas for all ServiceNow Advisory Board meetings can be found [here](#). *Please note; the agenda for the March meeting was repurposed for newly released business models based on the Quebec release and the agenda for April looks strangely similar to the previous month's agenda.*

April Meeting Recap

The April meeting was postponed one week in order to have documentation available for review. The majority of the meeting revolved around implementing a new project called Institutional Profiles which would add additional value to the subscribers of the program in allowing them to publish out their own Institutional Profiles, review other Institutional Profiles, and run reports on community data. The Institutional Profiles were implemented for five of the Service Advisory Board members and reviewed by the Board. Additional data points are now being added based on feedback gathered. Once we are in a position to release these profiles, we will be contacting institutions for their input.

The rest of the agenda was made up of announcements of which we have exciting news to share. We will be setting up quarterly town hall events around accessibility within the platform and services offered. More details on this will be made available once we have more information to share. Thank you.

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

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

- Migrating Incident Management to ServiceNow
- Service Portal Implementations

- Platform Staffing Levels
- Incident Assignment Group Infrastructure Best Practices
- Business Case for Discovery

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 (Col)
 - [LinkedIn Group](#) -> itSMF USA - Higher Ed Col
 - 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:

- Academic Technology Professional Position Opening at CU Boulder
- CX and UX design discussion - recording now available
- Email and Collaboration Unification - A quick survey request for some research
- Equipment Checkout Solution
- Exclusive Invitation: The future of Higher Education - More Than Just a Digital Challenge

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](#)