



NET+ ServiceNow Newsletter

May 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

June ServiceNow Advisory Board Meeting

June 7, 2021

See Advisory Board section for meeting agenda

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ServiceNow Updates

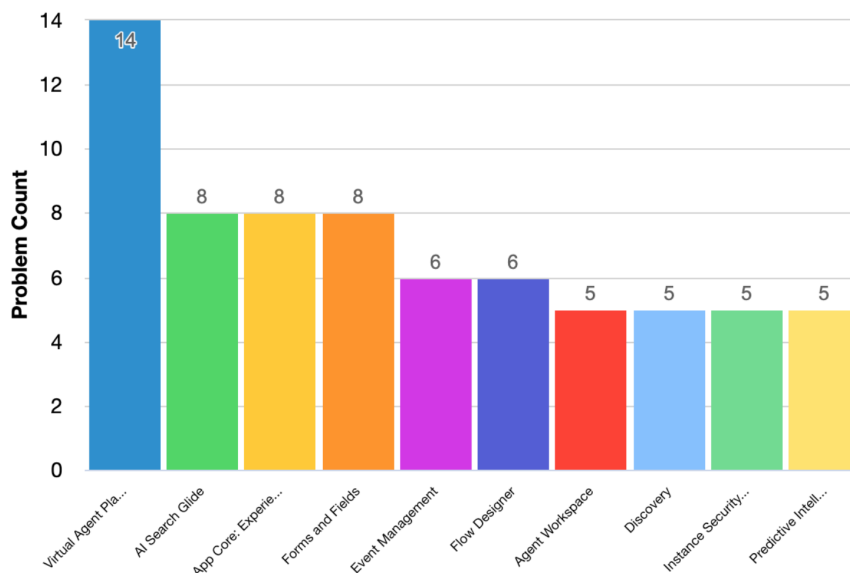
Updates from ServiceNow regarding product offerings, including any new release.

Quebec Patch 2 : Released April 1, 2021

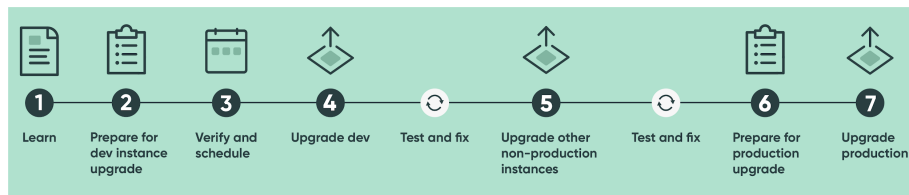
[Overview](#)

Quebec Patch 2 includes 179 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



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

Knowledge 2021 - [Register Here](#)



Join the ServiceNow community for a flagship digital experience. See how you can grow more resilient businesses and reshape industries with digital workflows.

Featured Speakers - Knowledge 2021



Bill McDermott
President and CEO, ServiceNow



Chirantan "CJ" Desai
Chief Product Officer, ServiceNow



Lara Caimi
Chief Customer and Partner Officer,
ServiceNow



Dave Wright
Chief Innovation Officer, ServiceNow



Kimberly Quan
Global Head, eDiscovery & Digital
Forensics, Juniper Networks, Inc.



Dave Hellman
Director ITSM, Levi Strauss & Co



Carolyn Bogan
State of Kansas, Chief Operating
Officer, Office of Information
Technology Services (OITS)



Amedeo Guarraci
Vice President, PepsiCo

Upcoming ServiceNow Webinars



Northeastern University

[Northeastern University returns to campus using Safe Workplace Suite](#)

May 10, 2021 @ 9:30pm (30 min duration)

While many universities opted to move to 100% remote learning for the Fall 2020 semester, Northeastern was determined to open and provide quality student life and hybrid learning experiences that would allow a sense of normalcy for students, faculty,

and staff. Central to this effort was quickly testing all of the campus population multiple times per week, daily health screening, testing compliance, and comprehensive contact tracing. ServiceNow Safe Workplace Suite quickly provided this capability within a few weeks and enabled the safe reopening of campus for the entire 2020-2021 academic year.

Speakers



Jonathan Jackson
ServiceNow Architect,
Northeastern University



Brigid Whalen
Director, Service Mgmt & IT
Operations,
Northeastern University



THE OHIO STATE UNIVERSITY

[The Ohio State University: Introducing an employee portal alongside existing solutions](#)

May 11, 2021 @ 12:00pm (30 min duration)

Modern customer interaction is a key goal for the HR Service Delivery model at The Ohio State University (OSU). One challenge was how to deliver an employee portal with high adoption and low confusion when so many other 'portals' already existed across the enterprise. In this session, OSU will explain their approach and demonstrate their solution to deploy ServiceNow alongside customer engagement points from IT, Workday, and other business units. The question of what to initiate where will be discussed, including specific examples. They will share their strategy to connect all the options and provide a seamless customer experience with metrics around adoption and satisfaction.

Speakers



Brian Newcomb
Sr. Director, HR Service Enablement,
The Ohio State University

ServiceNow Advisory Board Updates

Upcoming Meeting: June 7, 2021

The next ServiceNow Advisory Board Meeting will be held on June 7, 2021. Agenda topics for this meeting include:

- *Agenda to be finalized two weeks prior. Please email mbuss@internet2.edu if you have any topics you would like covered.*



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

May Meeting Recap

The May meeting was held as planned. ServiceNow has updated their business models internally over the past couple of months and as such, discussions were had around what this meant for our program. Wanda presented in detail on the changes as well as an overall presentation. If you are interested in any of these updates, please reach out to netplus@internet2.edu for further details. The Service Advisory Board is also open to any questions as well through the same email address.

The rest of the agenda was made up of announcements.

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.



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:

- May 4th EDUCAUSE CG Virtual ITSM Community Day
- Assistance with Google Search for Public KB and Service Catalog Items
- Service Portal Implementations
- HR Modules for Workers Comp/Disability/Employee Accommodations
- ACH in ServiceNow

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:

- Assistance ServiceNow Google Search Console Property Ownership
- Computer User Classification
- E-Book: Updated KPIs Of a Modern Service Desk In 2021
- Educause Community Guidelines Updated - Please review
- Endpoint Management Strategy Advice

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](#)