



# NET+ ServiceNow Newsletter

June 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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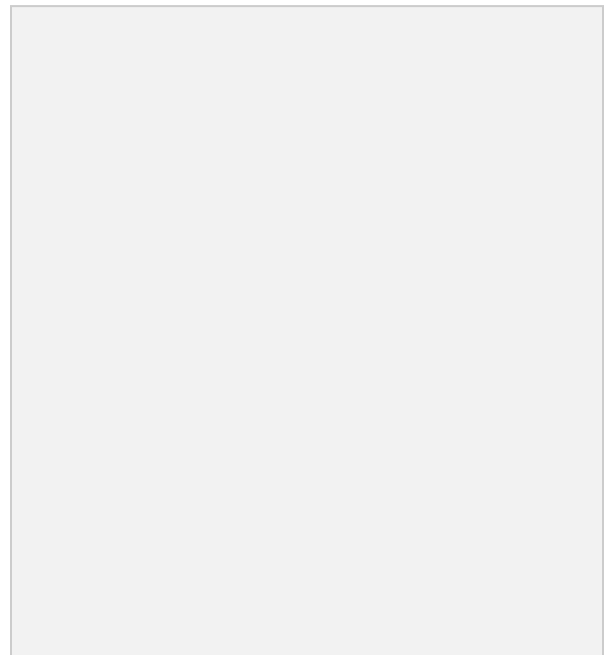
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# ServiceNow Updates

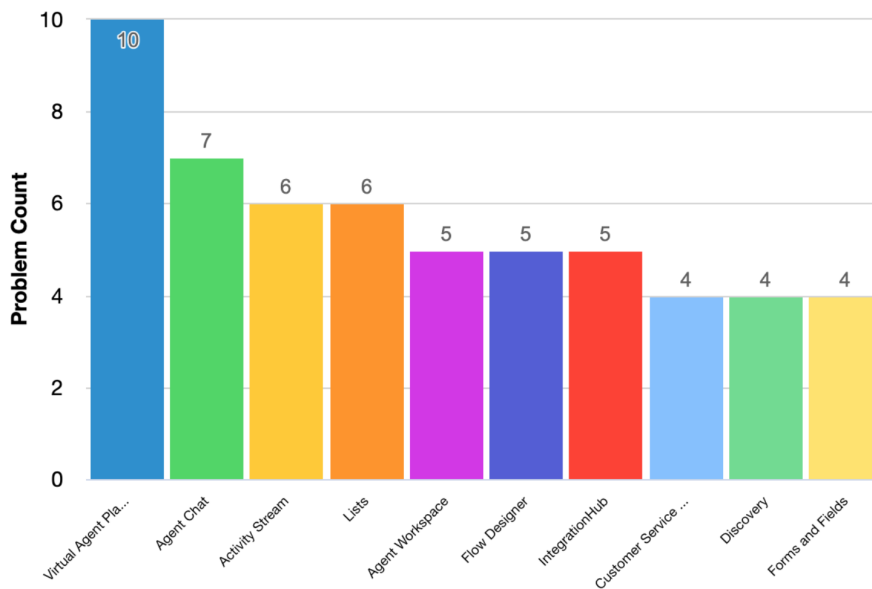
Updates from ServiceNow regarding product offerings, including any new release.

## Quebec Patch 3 : Released May 4, 2021

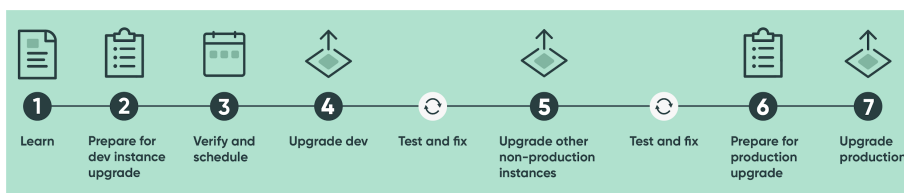
### Overview

Quebec Patch 3 includes 146 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**

### **Go Inside Knowledge 2021**



Take a peek at the depth and variety of Knowledge 2021 interactive sessions, industry experts and workflow insights. Now available on demand.

**[Watch now.](#)**

## ServiceNow HigherEd - Stories

### Increased Overall Engagement



Australian Catholic University eliminated soiled, manual processes. [Find out how.](#)

### Empowered 4,500 Staff Members



American University turns to fast team building for uninterrupted education, while addressing COVID-19 restrictions. [Learn more here.](#)

## Eliminated IT Complexity



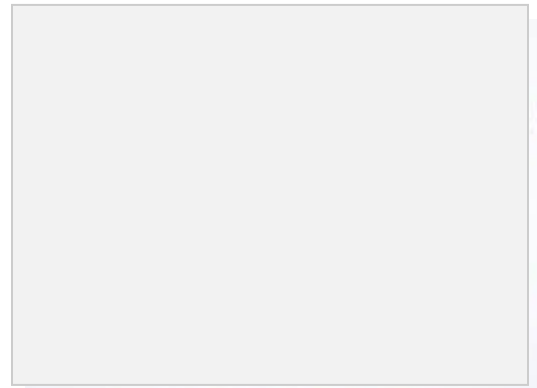
The University of Maryland transforms IT service delivery with Now Intelligence. [Learn more here.](#)

## ServiceNow Advisory Board Updates

### Upcoming Meeting: July 5, 2021

*The next ServiceNow Advisory Board Meeting will be held on July 5, 2021. Agenda topics for this meeting include:*

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



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

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## June Meeting Recap

### ServiceNow Product Input Opportunity

To start off the meeting, Matthew shared that ServiceNow is looking to receive feedback from the advisory board regarding its service and user satisfaction. Discussion arose regarding how we should provide feedback to ServiceNow (each institution one-on-one vs. a comprehensive group feedback which would be drafted at an upcoming SAB

meeting). Various SAB members voiced that they would like to know which ServiceNow product team members specifically they'd be talking with in order to provide more in-depth feedback. More information to come on this topic.

#### Institutional Profile Review

Matt and Karla presented the [Institutional Profile Summary](#) built within Confluence as well as the 7 individual profiles for the advisory board member institutions that have responded thus far. Advisory board members provided positive feedback and various channels of publication/distribution for this information were subsequently discussed. Matthew proposed 2 audiences that would potentially view these profiles: Internet2 members & ServiceNow subscribers, as well as affiliate (non-degree-granting) institutions.

Regarding privacy concerns, clarification was given that this information is strictly for collaborative purposes and will not be shared with vendors.

Anyone who is an Internet2 member will have access to the information, however we will indicate which institutions participate via the NET+ Program.

Matthew proposed the idea to require institutions to submit their own profile information in order to gain access to the platform and view all other completed profiles, and this idea was widely supported by the advisory board. Internet2 will be responsible for prompting institutions to update their profiles annually in attempts to keep information current.

Matt and Karla will reach out to Karen from Carnegie Mellon to ensure that these profiles are not redundant with the Google spreadsheet associated with the SNow Higher Ed mailing list and does not overstep any existing initiatives.

#### Accessibility Working Group Charter Finalization

OSU, UW, Northern Arizona, Berkeley, NYU, and American University all expressed interest in participating in the upcoming Accessibility Working Group Charter Finalization. Any available seats will be filled with a call to the community.

#### I2Online Webinar Discussion

Internet2 would like to highlight the NET+ ServiceNow program in their next NET+ monthly webinar in the period September-December 2021. Topics proposed by the advisory board to showcase in this webinar include:

- Delegated Low Code/ No Code use of ServiceNow in Higher Ed
- Universal Request



Thank you to all who participated for your insightful feedback and ideas! If you are interested in any of these updates, please reach out to [netplus@internet2.edu](mailto:netplus@internet2.edu) for further details. The Service Advisory Board is also open to any questions as well through the same email address.

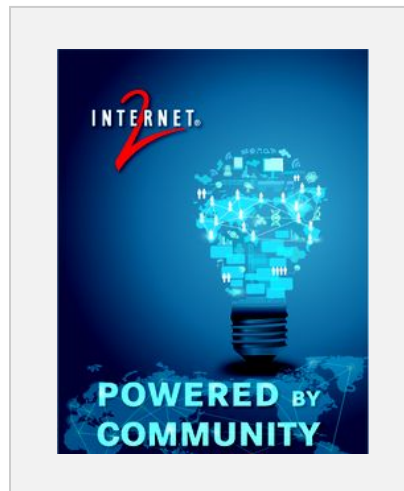
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## NET+ ServiceNow - HELPFUL LINKS

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

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

- Handling guest in ServiceNow with the OOB Survey
- Inconsistent Chat Notifications for Live Agent
- 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](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:**

- Chatbots
- Confluence - SharePoint

- Exclusive Invite: Fall Session Readiness - Automation Options
- Help requested - Your example(s) of Digital Transformation with ITSM, DevOps, etc.
- ITIL/ITSM Change Management and CMDB

## **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](#)