NET+ ServiceNow Newsletter

July 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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ServiceNow Updates

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

Quebec Patch 4 : Released June 3, 2021

Overview

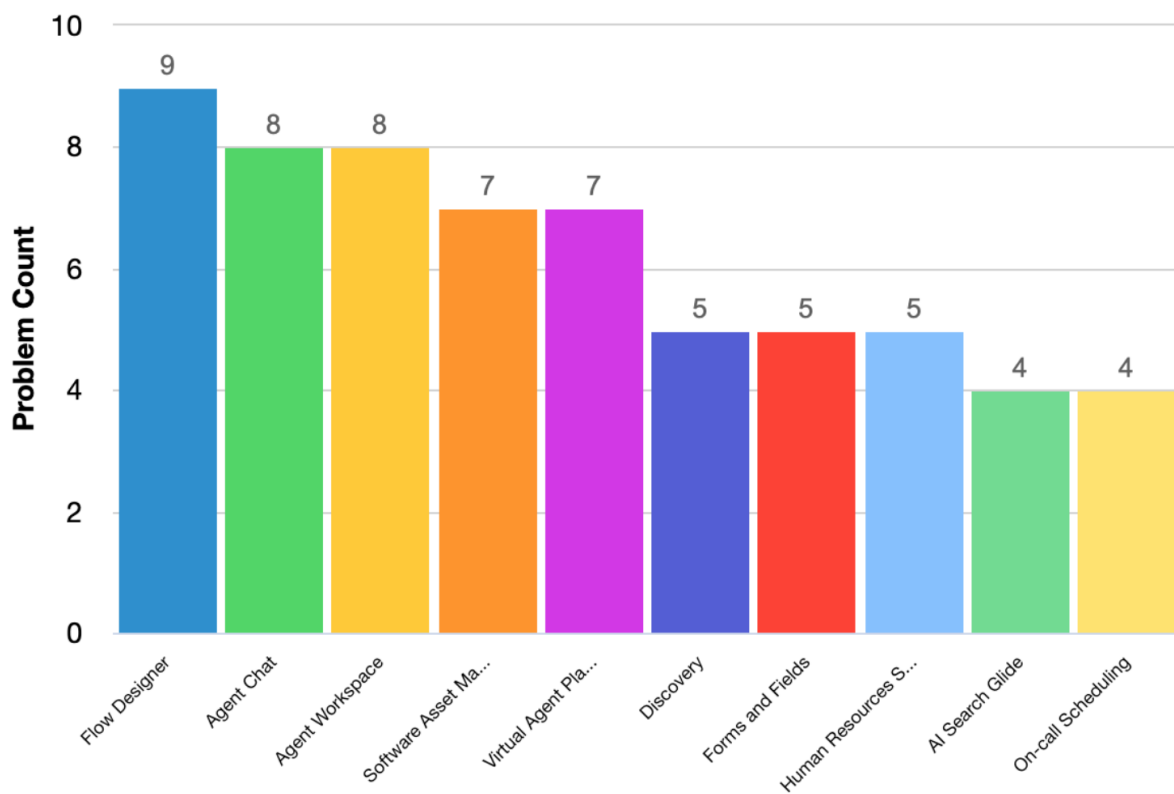*Quebec Patch 4 includes 184 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.*

Top 10 problem categories

What's New - Quebec Release

[Personalized PRB release notes for Quebec](#)
Quebec

[Now Experience UI Builder](#)
Quebec

[AI Search](#)
Quebec

[Playbook](#)
Quebec

[Journey Accelerator](#)
Quebec

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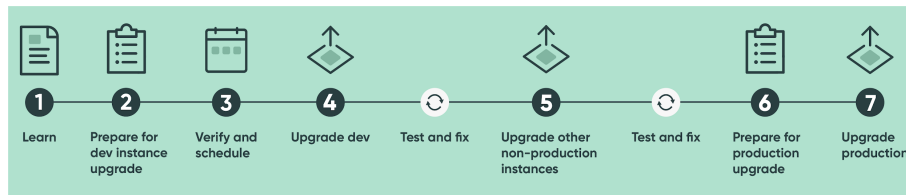
[**Click here**](#) to learn more about ***Quebec*** and prepare your upgrade.

➔ [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

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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

### Why Choice is the New Currency for Higher Education

Read more here.

ServiceNow Advisory Board Updates

Upcoming Meeting: August 2, 2021

The next ServiceNow Advisory Board Meeting will be held on August 2, 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.*
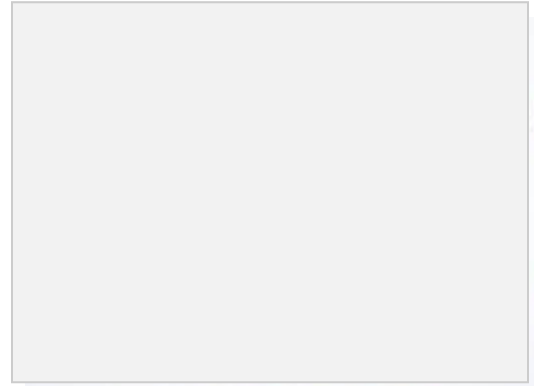
The agendas for all ServiceNow Advisory Board meetings can be found **here**.

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July Meeting Recap

The July meeting of the NET+ ServiceNow Service Advisory Board was scheduled for July 5th. As this landed on a date that all of our participating institutions had designated as a holiday, we decided to postpone the agenda until August.

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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.
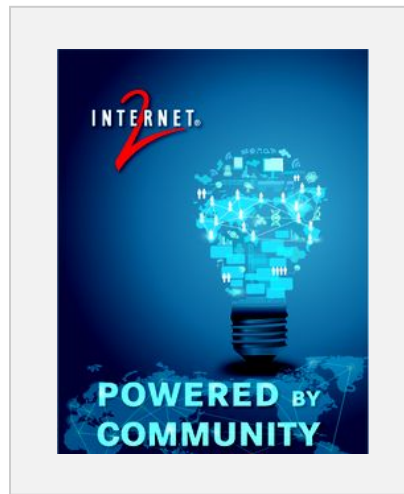
SNow Higher Education Group - Mailing List

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

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

➔ JIRA/ServiceNow Integration

➔ ITSM Blues music video

➔ Handling guest in ServiceNow with the OOB Survey

➔ Inconsistent Chat Notifications for Live Agent

➔ Service Portal Implementations

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:

  ➔ Automated Password reset

  ➔ Change Management

  ➔ Evaluating ITSM Software

  ➔ Guidelines for a Successful AI Virtual Assistant

  ➔ MDM Policy & Software

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**