



NET+ ServiceNow Newsletter

September 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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[Click here for a high-level overview of products and features in the Now Platform Rome release.](#)

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ServiceNow Updates

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

Rome Release Highlights

[Click here](#) for a high-level overview of products and features in the Now Platform Rome release.

- [Rome release notes](#)
- [Release notes for upgrading from Quebec](#)

What's New with the Rome release (click topic to learn more):

[Safe Workplace](#)

[Mobile App Builder](#)

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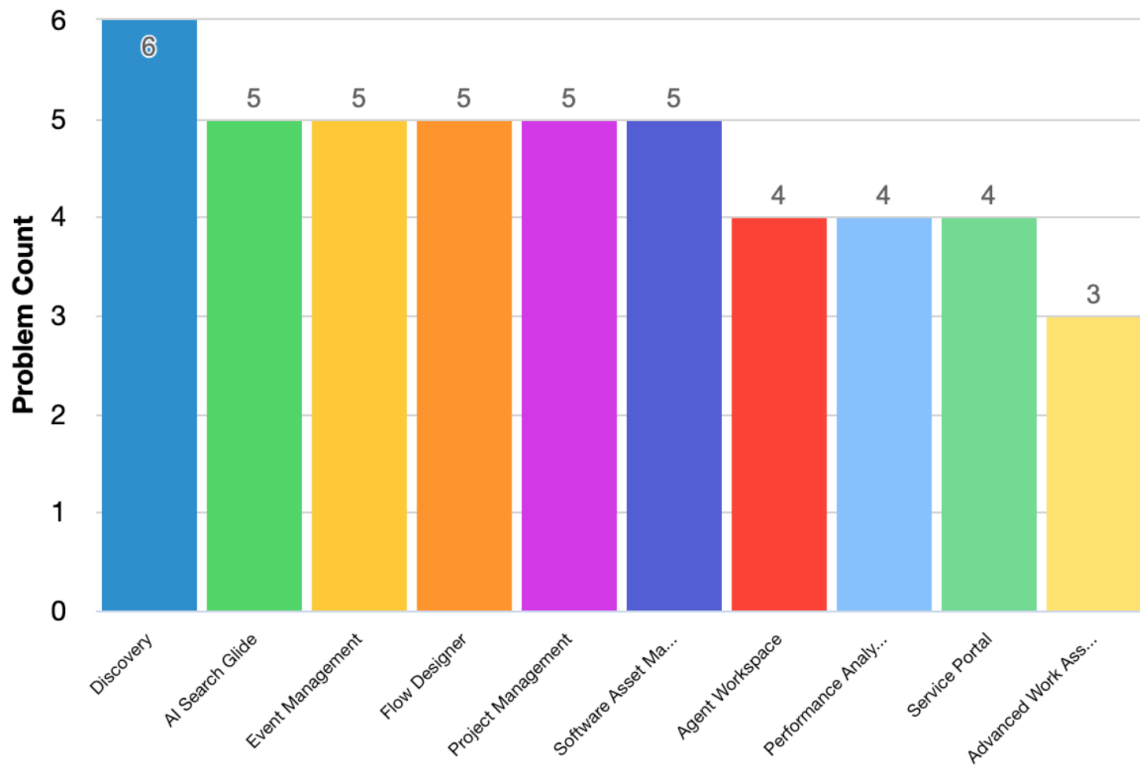
[EMR Help](#)

Quebec Patch 6 : Released July 22, 2021

[Overview](#)

Quebec Patch 6 includes 95 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

Domain Separated Tables

See at a glance which tables are domain-separated in your instance.

Domain Override Viewer

See and manage all your process overrides at once across the entire instance.

IntegrationHub Remote Process Sync

When integrations require the transform and mapping of data across different tables between two instances, ServiceNow remote system administrators can now use generic record management actions to integrate any two tables. See also the IntegrationHub Release Notes.

Subscription Management Domain Specific Reporting

System administrators with a new dashboard can enable program and account management with greater detail on license and subscription unit consumption, making cost recovery easier.

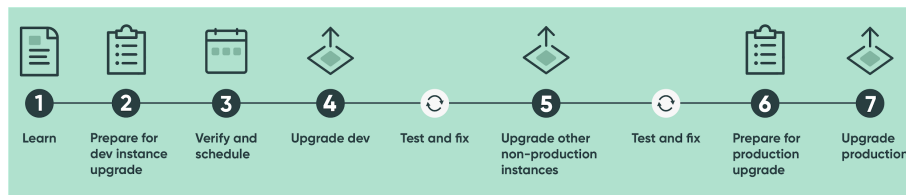
ITOM: Global MID-Server for Cloud Provisioning and Governance (CPG)

Service providers can provision a single MID-server to handle certain cloud actions in CPG without having to managing multiple, discrete MID-servers. See also the ITOM Optimization release notes.

Platform User Interface (UI) Builder

With the UI Builder with domain separation, support system administrators and delegated developers can build modern user interfaces and actions in a visual design studio without costly customizations. See also the UI Builder release notes.

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.



ServiceNow - EVENTS

ServiceNow HigherEd - Stories

American University turns to fast team building for uninterrupted education, while addressing COVID-19 restrictions



[Read more here.](#)

Cal Poly Pomona transforms the student experience with ServiceNow

[Learn more here.](#)

The logo for Cal Poly Pomona, featuring the text "CAL POLY POMONA" in a green, serif font, centered between two horizontal green lines.

CAL POLY POMONA

ServiceNow Advisory Board Updates

Upcoming Meeting: October 4th, 2021

The next ServiceNow Advisory Board Meeting will be held on October 4, 2021. Items discussed at our last meeting (September) included:

- *Updating the Master Ordering Agreement (MOA)*
- *I2 ServiceNow Institutional Profiles*
- *ServiceNow Consulting*

The October meeting agenda will be finalized two weeks prior. Please email mbuss@internet2.edu if you have any topics you would like to be covered. The agendas for all ServiceNow Advisory Board meetings can be found [here](#).

September Meeting Recap

Given that all institutions are in the midst of an intensive fall start, this week's meeting agenda was kept light, however, we discussed some important topics.

Updating the Master Ordering Agreement (MOA)

Matthew provided updates on the formation of an accessibility advisory group to draft accessibility language for the Master Ordering Agreement (MOA) that more closely meets ServiceNow's commitment to community needs. This committee currently has about 7 members from various SAB member institutions. If you would like to participate in this initiative and have not yet spoken with Matthew about this, please send him an email at mbuss@internet2.edu.

We would also like to update the MOA to address any missing security language and/or changes in the community landscape along with what is agreeable to ServiceNow in their stock agreement.

Institutional Profiles

Matthew additionally updated the group regarding the I2 ServiceNow Institutional Profiles project that has been underway for the last 6 months. Karla and Matthew recently presented this project internally at Internet2 and received cross-functional feedback, which was very positive. We received feedback during this meeting to add another category to the ServiceNow modules tables to indicate which institutions are planning to begin using a particular functionality in the near future. We plan to request updates on each institution's profile every 6 months so that we keep this data fresh and relevant.

ServiceNow Consulting

Discussion was initiated regarding ServiceNow Consulting available to NET+ ServiceNow subscribers. The goal of this offering is to aid in an institution's overall success in managing and expanding their use of the ServiceNow platform over time. Various institutions commented that they would like to have access to a detailed Point of Contacts list to know who to communicate with when facing a particular issue. The possibility of offering this consulting service within Internet2 and the Service Advisory Board rather than directly through ServiceNow was also discussed for the sake of savings. This topic will be further discussed at future meetings.

Thank you to all who participated for your insightful feedback, ideas, and discussion! Should you have any questions or want further information around the work being done by the NET+ ServiceNow Advisory Board, please don't hesitate to visit us at

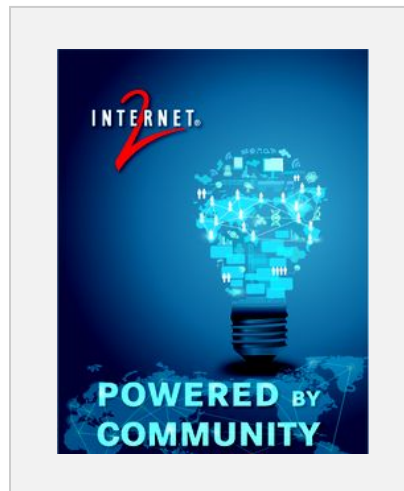
<https://spaces.at.internet2.edu/pages/viewpage.action?pageId=166660230> or contact us at netplus@internet2.edu and we will be happy to respond.

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:

- ServiceNow Methods to support Hybrid IT
- ITSM Process and Tool Training
- Non-Licensed User Access to CHG
- Appointment Booking for Walk-Up Experience
- ServiceNow Accessibility Group

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:

- Invitation to TWO PMCG Webinars in September
- ITIL V4 Training
- ITSM CG and BRM institute event: Webinar - "BRM Reporting Metrics & Impact Statements"

- Moving Tickets Between Groups
- Now Live | Early Adopter Launch: EDUCAUSE Connect

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](#)