NET+ ServiceNow Newsletter

December 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.

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

IntegrationHub - Imports

Multilingual Language Model Management

Software Asset Management Workspace

Agent Client Collector for Visibility

EMR Help

Quebec Release - What's New

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.
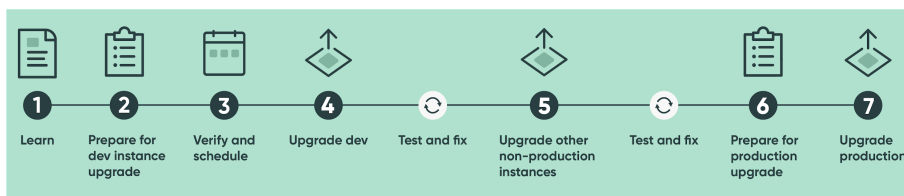
ITOM: Global MID-Server for Cloud Provisioning and Governance (CPG)
Service providers can provision a single MID-server to handle certain cloud actions in CPG without having to managing multiple, discrete MID-servers. See also the ITOM Optimization release notes.

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

1	2	3	4	5	6	7
Learn	Prepare for dev instance upgrade	Verify and schedule	Upgrade dev	Test and fix	Upgrade other non-production instances	Test and fix	Prepare for production upgrade	Upgrade production

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.

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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.

ServiceNow Advisory Board Updates

Upcoming Meeting: January 3rd, 2022

The next ServiceNow Advisory Board Meeting will be held on January 3, 2022. Items discussed at our last meeting (December) included:
- ➔ *I2 NET+ Institutional Profile Review*
- ➔ *Advisory Board commitments discussion*

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**.

December Meeting Recap

This month's meeting consisted of a final review of the I2 NET+ Institutional Profiles before the rest of I2 ServiceNow subscribing institutions are invited to participate

beginning next month. Thank you very much to those who provided much appreciated feedback! Discussion was also held regarding the commitments and obligations of Service Advisory Board members for the upcoming year. Updates and discussions also took place regarding the upcoming accessibility amendment.

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.

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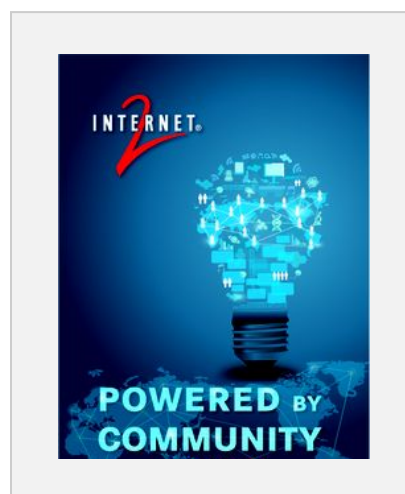
NET+ ServiceNow - HELPFUL LINKS

➔ **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:

➔ Power User Access and Reporting

➔ AV Orders and Event Support in ServiceNow

➔ ServiceNow/Slate Integration

➔ ITSM Process and Tool Training

➔ Non-Licensed User Access to CHG

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:

→ ITSM and IT Comm Open Call on Service Catalog and Knowledge Content

→ Service Design

→ Major Incident Panel Discussion

→ ITSM tool kit - Submit your artifact

→ ITSM and IT communications CG - Service Catalog and Knowledge Content Open Call - One week away!

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**