



NET+ ServiceNow Newsletter

January 2022

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

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.

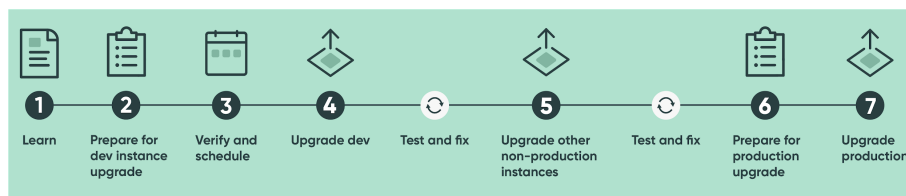
ITOM: Global MID-Server for Cloud Provisioning and Governance (CPG)

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



[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.](#)

The University of Maryland transforms IT service delivery with Now Intelligence



The University of Maryland relies on state-of-the-art technology to fulfill its mission as a leader in education, research, entrepreneurship, and innovation. [Read more here.](#)

ServiceNow Advisory Board Updates

Upcoming Meeting: February 7th, 2022

The next ServiceNow Advisory Board Meeting will be held on February 7, 2022. Items discussed at our last meeting (January) included:

- ServiceNow Organizational Updates
- Accessibility Amendment Update
- Institutional Profiles Update



The upcoming 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](#).

January Meeting Recap

Some interesting happenings came with the January meeting. ServiceNow began the year with a restructuring within their organization. Previously, they had a team dedicated to SLED-MED (State/Local/Education/Medical) where the team members supported institutions in a given area for all four different types of customers. Now, beginning in 2022, they have reorganized to have a specific team just for Education. This means, there is now support from individuals for our vertical within the ServiceNow organization. Discussion was had around this new model and how it might change the ways in which we all interact with ServiceNow.

Second, we also gave a quick overview of the newly formed Accessibility sub group of the NET+ ServiceNow Service Advisory Board. This group, made up of Subject Matter Experts (SMEs) from advisory board institutions as well as community institutions will gather on a regular basis to inform work with ServiceNow on an ongoing basis.

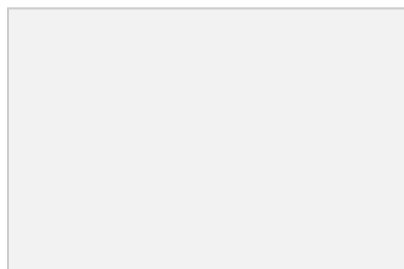
Should you have any questions or want further information around the work being done by the NET+ ServiceNow Advisory Board, please don't hesitate to visit us at <https://spaces.at.internet2.edu/pages/viewpage.action?pageId=166660230> or contact us at netplus@internet2.edu and we will be happy to respond.

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:

- New Virtual HigherEd ServiceNow Users Group
- Power User Access and Reporting
- AV Orders and Event Support in ServiceNow
- ServiceNow/Slate Integration
- ITSM Process and Tool Training

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:

- Learning about Service Management
- REMINDER: 1/13 BRM Reporting and Logic Model Event
- ITSM and ServiceNow developer jobs announcement
- Recording now available - Dec 15 ITAM open call between IT support services and ITSM
- SLA KPIs

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](#)