



NET+ ServiceNow Newsletter

February 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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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.

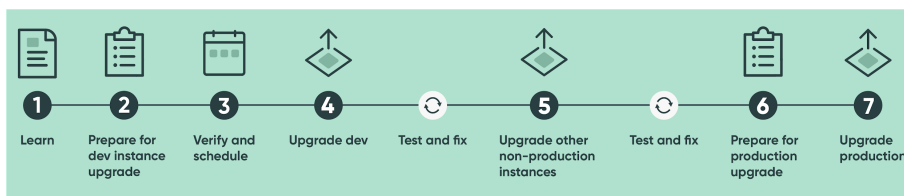
ITOM: Global MID-Server for Cloud Provisioning and Governance (CPG)

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.](#)

February Meeting Recap

As you may or may not know, the NET+ ServiceNow Service Advisory Board sets goals for itself each year. This allows us to stay on track for a given year making sure we pay particular attention to certain areas. These are reassessed throughout the year based on the changing landscape of higher education as well as the changing landscape of ITSM and ServiceNow. The February meeting had us review the final goals of 2021 and produce draft goals for 2022. As you may have guessed these two endeavors held lengthy discussions and this was the entirety of the February meeting.

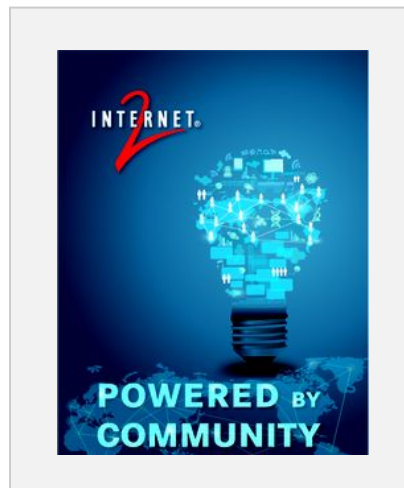
Should you have any questions or want further information around the work being done by the NET+ ServiceNow Advisory Board, please don't hesitate to visit us at <https://spaces.at.internet2.edu/pages/viewpage.action?pageId=166660230> or contact us at netplus@internet2.edu and we will be happy to respond.

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:

- ITIL 4 Foundations Training
- Have you had anyone assess your ServiceNow environment?
- How do you handle security-related incidents?
- Internet2 ServiceNow Institutional Profiles
- Universal Request

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:

- Any interest in an ITSM pre conf workshop at EDU 22?
- February Virtual Open House
- Vendor support to help with a cultural shift toward service excellence
- Rubric for ITSM vendors
- [EdTalk] Technology Dependency: The Emotional Toll and Perceived Value of Education

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](#)