



# NET+ ServiceNow Newsletter

March 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.*

### San Diego Release - Early Availability

- [San Diego Release Notes](#)
- [San Diego release highlights](#)
- [Release notes for upgrading from Rome](#)
- [Features and changes by product](#)



### ServiceNow - EVENTS

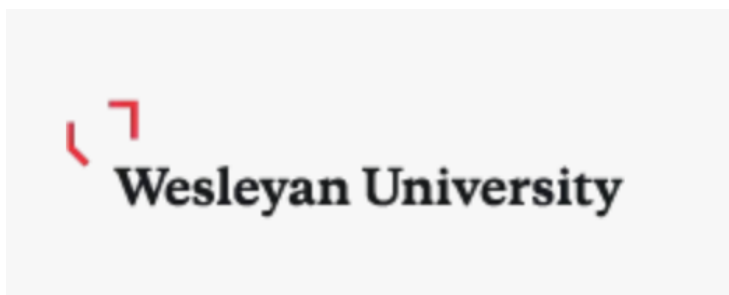
### ServiceNow HigherEd - Stories

## USU's IT transformation supports its commitment to student success



Utah State University (USU) is a public research university with 27,000+ undergraduate and graduate students, along with 800 faculty and 1,600 support staff. USU had a decentralized IT model and decided to move to a university-wide global shared services infrastructure. It chose ServiceNow to provide an ITSM platform that could support multiple IT groups. [Read more here.](#)

## Wesleyan University streamlines getting work done



Wesleyan University wanted to enable a single, integrated, and consistent approach to IT for students, faculty, and staff. By establishing ServiceNow at the heart of the university's IT operations, it empowered IT managers to respond quickly to the impacts of the COVID-19 pandemic. [Read more here.](#)

## ServiceNow Advisory Board Updates

### Upcoming Meeting: April 4th, 2022

*The next ServiceNow Advisory Board Meeting will be held on April 4, 2022. Items discussed at our last meeting (March) included:*

- *Introductions to ServiceNow Educational Leadership*
- *Discussions with ServiceNow Educational Leadership*
- *Institutional Profiles Update*



The upcoming meeting agenda will be finalized two weeks prior. Please email [mbuss@internet2.edu](mailto: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](#).

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### March Meeting Recap

The March meeting of the NET+ ServiceNow Service Advisory Board was called to order with a few agenda items. Among them were discussions surrounding the accessibility amendment we are currently working on for the program. This will bring updated language around accessibility as well as introduce GDPR language and updated guides/policies. Also discussed were the draft goals which are now finalized and no longer in a draft state. These goals will help guide our work for the remainder of the year. Updates on the Institutional Profiles were also discussed as well as overall responsibilities of board members.

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](mailto:netplus@internet2.edu) and we will be happy to respond.

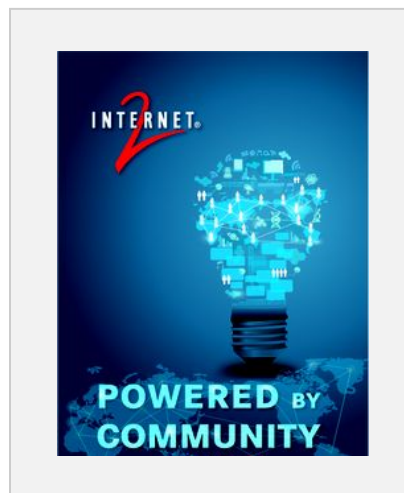
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## NET+ ServiceNow - HELPFUL LINKS

- [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](https://groups.google.com/group/snow-higher-ed)

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

- ServiceNow/AWS Integration
- Reporting on Salesforce case data in SN Dashboard
- Join us for a virtual and Higher Ed SNUG Workshop 3/23
- ITOM and SAM Implementation Costs
- Community Call: Internet2 NET+ 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](http://www.itsmfusa.org) -> Community -> Community of Interest Groups
  - <http://www.itsmfusa.org/?commofinterest>
  - Sign Up at [higheredsig@itsmfusa.org](mailto: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](http://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:**

- Queue Management, assigning tickets to student employees
- Join us for PMCG March 15 Webinar

- Enterprise Service Management - Senior Advisory Group/Executive Steering Committee
- Any interest in an ITSM pre conf workshop at EDU 22?
- Learning about Service Management

## **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](#)