



NET+ ServiceNow Newsletter

April 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.

.....

Table of Contents

[ServiceNow Updates](#)

[San Diego Release - Early Availability](#)

[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](#)

[ServiceNow Advisory Board Updates](#)

[Upcoming Meeting: April 4th, 2022](#)

[April Meeting Recap](#)

[NET+ ServiceNow - HELPFUL LINKS](#)

[Around the Community](#)

[SNow Higher Education Group - Mailing List](#)

[Higher Education Collaborative Resources for ITSM \(IT Service Management\)](#)
[Specific Collaborative Resources @ ServiceNow](#)

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

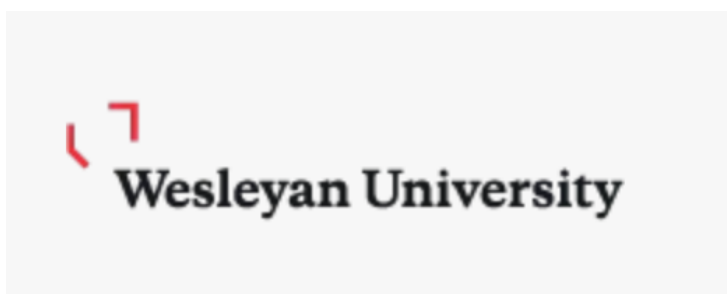
ServiceNow HigherEd - Stories

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:

- 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](#).

April Meeting Recap

In short, we canceled the April meeting due to scheduling conflicts with invited guests. The agenda for this meeting will be rescheduled for an upcoming meeting to negate any conflicts. The schedule is yet to be determined.

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.

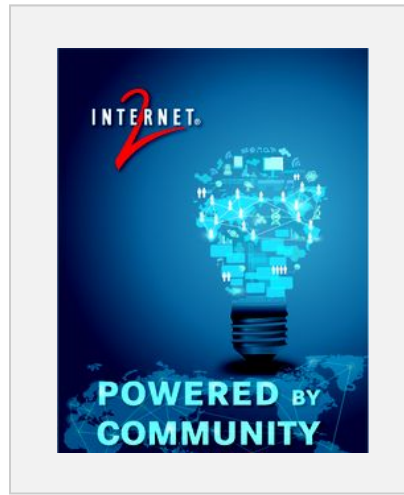
NET+ ServiceNow - HELPFUL LINKS

→ [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:

- Seeking recommended ServiceNow Partners for new project
- ServiceNow/AWS Integration
- API Governance and Control

- Reporting on Salesforce case data in SN Dashboard
- (cross-post) Comments made directly in the RITM are missed

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:

- ITSM Open House - West Coast Edition (Wednesday 4/27@12pm PDT)
- Seeking Participants: How has your work experience changed since the start of the COVID-19 pandemic?
- FINAL REMINDER: ITSM and BRM institute event: Webinar - "Communicating Value through Impact Statements" on 4/21
- ITSM CG event on 5/4: Evolve your IT operating model to respond to higher digital demand
- April 7: Humanizing IT - Value Stream Mapping for IT 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](#)