



# NET+ ServiceNow Newsletter

May 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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## Table of Contents

### [ServiceNow Updates](#)

[What's new in the San Diego release](#)

### [ServiceNow Stories](#)

[Now Platform San Diego release stays true to our innovative roots](#)

[Glassdoor names Bill McDermott a Top CEO](#)

### [ServiceNow Advisory Board Updates](#)

[Upcoming Meeting: June 6th, 2022](#)

[May 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.*

## What's new in the San Diego release

**Now Platform<sup>®</sup> San Diego release**



- [Release Fact Sheet](#)
- [Release Notes](#)
- [Browse documentation](#)
- [View launch blog](#)
- [Read news about ServiceNow](#)



## ServiceNow Stories

## Now Platform San Diego release stays true to our innovative roots



Fred's original vision in 2004 was to "build a cloud-based platform that would enable regular people to route work effectively through the enterprise." Remember, this was when most people thought clouds only referred to the fluffy stuff floating in the air. Today, ServiceNow is launching its latest Now Platform release, proudly named after our birthplace, San Diego. I couldn't think of a better name. [Read more here.](#)

## Glassdoor names Bill McDermott a Top CEO



We're excited to announce that ServiceNow has made Glassdoor's Top CEOs 2021 list for the first time, further confirming that ServiceNow is a great place to work. The annual ranking by the

job and recruiting site recognizes CEOs in countries throughout North America and Europe who shine brightest according to the folks who know them best: their employees. [Read more here.](#)

## ServiceNow Advisory Board Updates

### Upcoming Meeting: June 6th, 2022

*The next ServiceNow Advisory Board Meeting will be held on June 6th, 2022. This meeting will include a meet and greet with the Vice President of Accessibility and a discussion surrounding NET+ ServiceNow SAB Charter and institutional makeup of the board.*



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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### May Meeting Recap

This month's meeting consisted mainly of a review of the ServiceNow Advisory Board goals for the year of 2022. We updated a few of the list items and identified key areas of focus for the months ahead.

Matthew additionally provided some updates regarding the Institutional Profiles project that is currently underway and quickly expanding.

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.

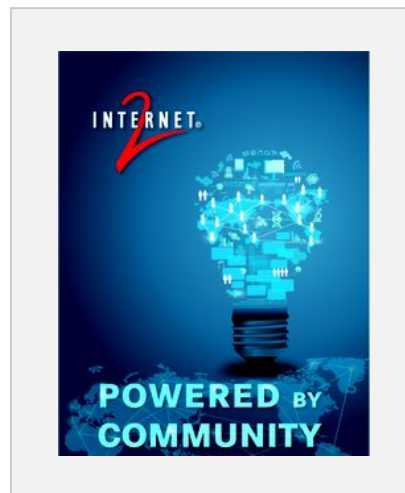
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## NET+ ServiceNow - HELPFUL LINKS

- [NET+ ServiceNow Program Main Page](#)
- [NET+ ServiceNow Advisory Board Meeting Agendas](#)
- [SAFE Campus Promotion](#)

## Around the Community

*Commentary from 12 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:

- 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 (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:

- Template for ITSM Practice Documents
- ticket Classification question
- Atlassian licensing changes for on-prem products (Confluence, JIRA, etc)
- April Monthly Open House
- REMINDER ITSM event - "Evolve your IT operating model to respond to higher digital demand" on 5/4

## 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](#)