



NET+ ServiceNow Newsletter

July 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.

What's new in the San Diego release

Now Platform[®] San Diego release



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



Events

NET+ ServiceNow Institutions Discuss Governance

Join us for “You Need Structure: A Panel Discussion with Internet2 NET+ ServiceNow Institutions on Governance” on Wednesday, July 27 at 2 p.m. ET.

[Register Here!](#)



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: August 1st, 2022

The next ServiceNow Advisory Board Meeting will be held on August 1st, 2022.

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](#).



July Meeting Recap

This month's meeting consisted of a review and discussion of the NET+ ServiceNow SAB goals for 2022. Thank you to all who gave valuable feedback and commentary to help update and refine our goals for the remainder of the year.

Matthew also provided an update regarding the NET+ ServiceNow Institutional Profiles, including new aggregate and anonymous data showing an overview of Institutional Profile characteristics. This information can be found on the [NET+ Institutional Profiles confluence space](#) (authentication required).

Finally, discussion was held surrounding the I2 ServiceNow Accessibility Working Group. [Click here](#) for more information on this group and current projects underway.

Thank you to all of those who participated in this month's meeting - your valuable feedback and discussion is what allows our community to continually evolve and

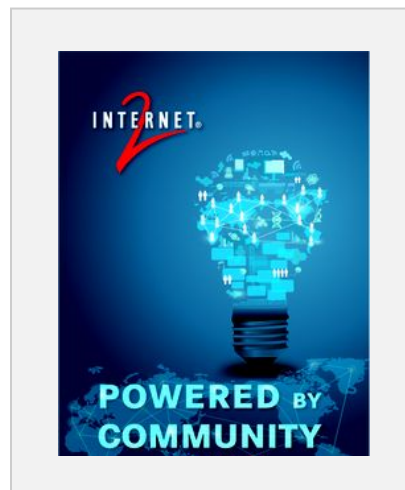
improve. Should you have any questions or want further information around the work being done by the NET+ ServiceNow Advisory Board, please don't hesitate to visit us at <https://spaces.at.internet2.edu/pages/viewpage.action?pageId=166660230> or contact us at netplus@internet2.edu and we will be happy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

- You Need Structure: A Panel Discussion with NET+ ServiceNow Institutions on Governance
- ServiceNow GRC
- Impact, Urgency, and Priority for Incidents
- Change Management - Multiple CABs
- Asset & Inventory Management

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:

- SMO Charter
- Intake Methods for tickets/cases

- REMINDER TSM CG presents: Humanizing IT - Value Streams and value stream mapping workshop on 7/21 (90 minute event) - spaces still available!
- ITSM CG event on 8/3: Incident, Problem, and Change, Oh My!: Georgia Tech Yellow Brick Road of Process
- Teamwork Desk

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](#)