NET+ ServiceNow Newsletter

November 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 Tokyo release

- ➜ **Tokyo Release Highlights**
- ➜ **Fact Sheet**
- ➜ **Browse documentation**
- ➜ **View launch blog**
- ➜ **Read news about ServiceNow**
- ➜ **ServiceNow HigherEd Solutions**

ServiceNow Stories

Build for the future

Educational institutions must preserve their mission and reputation, all white providing high quality education that prepares students for the future. With ServiceNow, educational institutions can become connected, empowering students and faculty and making work flow. **Read more here**.

The new standard in education:

Now, education institutions are working to develop a more resilient and responsive framework to deliver on their mission of student success. Strategic investments in tools and technologies will provide integrated, engaging learning experiences for students– and the staff who support them. **Read more here**.

ServiceNow Advisory Board Updates

Upcoming Meeting: December 5th, 2022

The next ServiceNow Advisory Board Meeting will be held on December 5th, 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**.

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Meeting Recap

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.

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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.
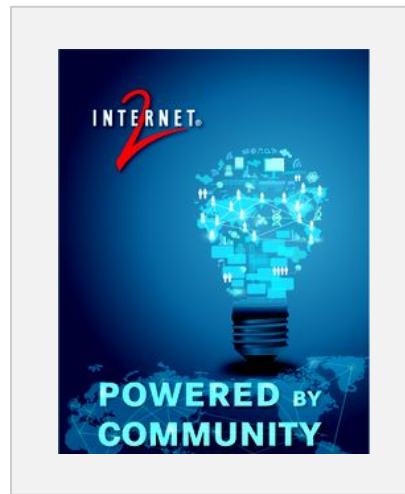
SNow Higher Education Group - Mailing List

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

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

→ ServiceNow staff augmentation thoughts?

→ Associate Director and Practice Lead, IT Service Delivery

→ ServiceNow @ EDUCAUSE

→ Outage?

→ ServiceNow Capacity/Resource 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:

  - ➔ TDX and the CMDB

  - ➔ Service management process and tool governance doesn't have to be hard! on 12/6

  - ➔ ITSM CG call to participate and post conference message

  - ➔ IT Service Desk Manager Opportunity | University of Arkansas System

  - ➔ ITSM presents: Change Management at Augusta University: Case Study by Pankhil "King of "Change Management Hill" Patel on 11/10

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**