



NET+ ServiceNow Newsletter

January 2023

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

ServiceNow World Forum



ServiceNow makes it easier to focus on what's important - making the world work better in uncertain times. Together we can explore new innovations, expand your knowledge, and engage your community. Engage with our world-class leaders through keynotes, localized insights, and sessions curated to your interests. [Read more here.](#)

The Connected Campus



Leaders at educational institutions have a lot on their plates. They must discover new ways to continue to meet—and exceed—the needs of their students, faculty, and staff. However, they must also balance a drive to innovate with amplified budget pressures, demographic shifts, and organizational disruptions. [Read more here.](#)

ServiceNow Advisory Board Updates

Upcoming Meeting: November 7th, 2022

The next ServiceNow Advisory Board Meeting will be held on November 7th, 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](#).



Meeting Recap

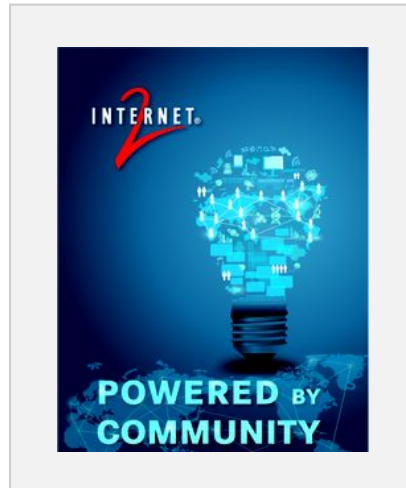
Thank you to all of those who participated in this month's meeting - your valuable feedback and discussion is what allows our community to continually evolve and improve. Should you have any questions or want further information around the work being done by the NET+ ServiceNow Advisory Board, please 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.

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 @ EDUCAUSE
- Outage?
- ServiceNow Capacity/Resource Management
- Coveo SN Connector
- ServiceNow: Tokyo Platform Engagement Architecture

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:

- ITSM presents: Change Management at Augusta University: Case Study by Pankhil "King of "Change Management Hill" Patel
- Criteria for Standard Changes and Normal Changes
- EDUCAUSE 22 conference - ITSM CG events and ways to connect
- SMO Charter
- Recording now available - ITSM CG Presents: Bridging the Service Portal Experience Gap on 10/6

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](#)