



NET+ ServiceNow Newsletter

April 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 Utah release



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



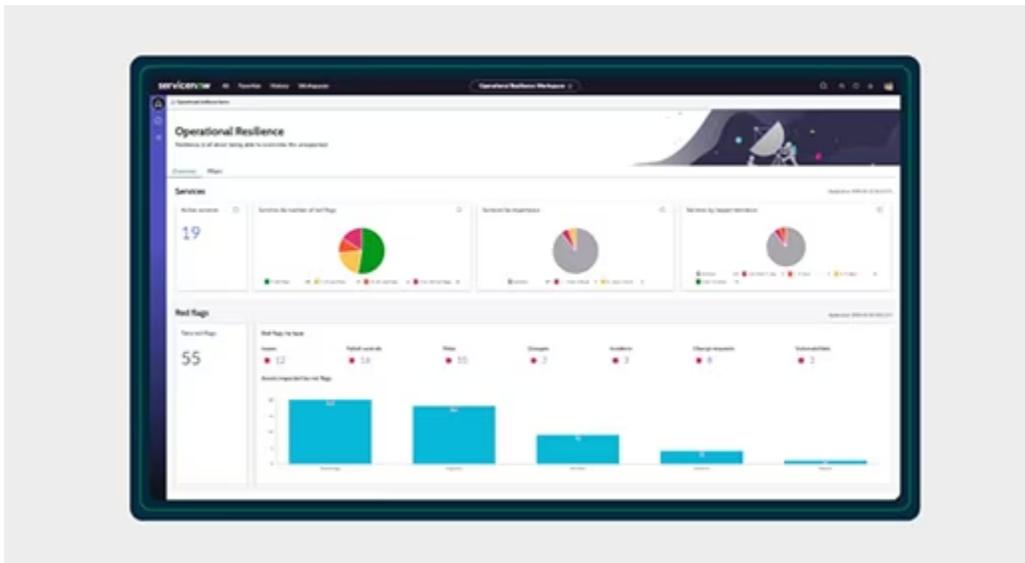
ServiceNow Stories

NASCAR expands use of ServiceNow in mission to become the most technologically advanced sports entertainment company

The ServiceNow logo features the word "servicenow" in a lowercase, sans-serif font. The "o" is a bright green circle, while the rest of the letters are black. A registered trademark symbol (®) is located to the right of the text.

ServiceNow (NYSE: NOW), the leading digital workflow company making the world work better for everyone, today announced that NASCAR will expand its use of ServiceNow in its mission to become the most technologically advanced sports entertainment company. NASCAR will implement ServiceNow employee workflows and low-code solutions to transform its employee experience and keep employees productive, engaged, and informed regardless of where they are working. [Read more here.](#)

ServiceNow Launches Major Platform Expansion with the Utah Release



ServiceNow announced a major platform expansion with the Now Platform Utah release. Utah is built to help organizations future-proof their businesses and drive outcomes faster in the face of continued economic uncertainty. The latest version of the intelligent, end-to-end platform for

digital transformation includes AI-powered process mining with robotic process automation (RPA) capabilities, additional search enhancements, expanded Workforce Optimization, and Health and Safety Incident Management, all designed to help increase automation, simplify experiences, and offer greater organizational agility.. [Read more here](#).

ServiceNow Names Industry Technology Leader Dr. Raj Iyer as Global Head of Public Sector



ServiceNow (NYSE: NOW), the leading digital workflow company making the world work better for everyone, announced that pioneering industry technology leader Dr. Raj Iyer has joined the company in the newly created role of global head of public sector. At ServiceNow, Iyer will expand the company's global public sector strategy to accelerate the pace of digital transformation for the industry. He will lead the growth of markets across the global public sector, with a particular focus on Australia, Canada, France, Germany, Japan, the U.K., and the U.S., by scaling ServiceNow's strategy and capabilities to meet the unique needs of regulated markets worldwide. [Learn more here](#).

ServiceNow Advisory Board Updates

Upcoming Meeting: May 1st, 2023

The next ServiceNow Advisory Board Meeting will be held on May 1st, 2023.



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

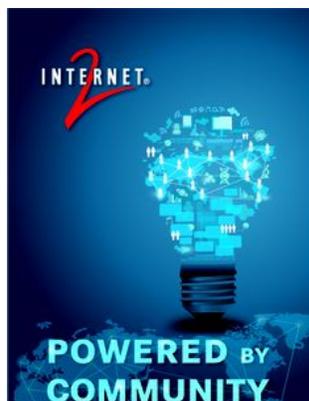
Thank you to all of those who participated in this month's meeting - your valuable feedback and discussion is what allows our community to continually evolve and improve. Should you have any questions or want further information around the work being done by the NET+ ServiceNow Advisory Board, please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

- Softball for a Friday: Good Looking Long Catalog Items?
- ServiceNow-Oracle Financials Integration
- CSM in Higher Education - Willing to chat and share?
- ServiceNow Knowledge 23 Presentations
- ServiceNow ESC light (non-pro)

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:

- Seeking Guests for MiamiOH monthly ITSM status meetings
- TeamDynamix on-prem to cloud migration questions
- HoloLens and Storage
- Mobile App Onboarding
- ITSM for small teams recording now available

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](#)