NET+ ServiceNow Newsletter

May 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**
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➔ **Read news about ServiceNow**
➔ **ServiceNow HigherEd Solutions**

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ServiceNow Stories

ServiceNow and Hugging Face release StarCoder, one of the world's most responsibly developed and strongest-performing open-access large language model for code generation

Led by ServiceNow Research and Hugging Face, the open-access, open-science, and open-governance 15 billion parameter StarCoder LLM makes generative AI more transparent and accessible to enable responsible innovation at scale. The StarCoder model is designed to level the playing field so developers from organizations of all sizes can harness the power of generative AI and maximize the business impact of automation with the proper governance, safety, and compliance protocols. This new LLM marks the next major milestone in the BigCode Project, an ambitious initiative to develop state-of-the-art AI systems for code in an open and responsible manner with the support of the open-scientific AI research community. **Read more here**.

ServiceNow Financial Analyst Day 2023

ServiceNow (NYSE: NOW) will host its Financial Analyst Day 2023 on Tuesday, May 16, in Las Vegas. This half-day program will feature presentations by ServiceNow executives who will provide updates on the company's strategy, product roadmap, financials, and customer momentum. The link to the live webcast will be available here on May 16. A recording of the event will be posted on this page afterwards. **Read more here**.

ServiceNow Appoints Netflix Vice President of Engineering Deborah Black to Board of Directors

ServiceNow (NYSE: NOW), the leading digital workflow company making the world work better for everyone, today announced the appointment of Netflix Vice President of Engineering Deborah Black to its board of directors. "Deborah's exceptional business and technology experience make her a great addition to ServiceNow's board," said ServiceNow Chairman & CEO Bill McDermott. "Her expertise will be instrumental in contributing to the pace of innovation on our path to becoming the defining enterprise software company of the 21st century." **Learn more here**.

ServiceNow Advisory Board Updates

Upcoming Meeting: June 5, 2023

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

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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:

➔ Higher Education Summit @ Knowledge23

➔ Higher Education Summit @ Knowledge23 - REGISTRATION LINK

➔ Paging within SNOW or notifications through an integration

➔ Azure AD provisioning of groups - change in membership does not update ServiceNow

➔ AT&T/Pinnacle billing

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:

➔ Determining how long a new request will take - Interview questions

➔ Mapping Customer Experience and Value Streams event recording now available

➔ Job opening: Program Head for Technology Support Services, MIT Libraries

➔ Third (and final) Introduction Panel on Metrics and Dashboards

➔ Job Opportunity: ITSM Lead at Metropolitan State University of Denver

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](#)**