NET+ ServiceNow Newsletter

June 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.

....

Table of Contents

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

ServiceNow and NVIDIA announce partnership to build generative AI across enterprise IT

ServiceNow and NVIDIA today announced a partnership to develop powerful, enterprise-grade generative AI capabilities that can transform business processes with faster, more intelligent workflow automation. Using NVIDIA software, services, and accelerated infrastructure, ServiceNow is developing custom large language models trained on data specifically for its ServiceNow Platform, the intelligent platform for end-to-end digital transformation. This will expand ServiceNow's already extensive AI functionality with new uses for generative AI across the enterprise — including for IT departments, customer service teams, employees, and developers — to strengthen workflow automation and rapidly increase productivity. **Read more here**.

ServiceNow and the National Hockey League announce multi year North American partnership

"ServiceNow helps fundamentally change the way organizations operate—including one of the largest, most successful sports leagues in the world," said Bill McDermott, chairman and chief executive officer at ServiceNow. "Under Commissioner Bettman, the NHL has embraced this potential wholeheartedly. Our collaboration marks the most in-depth transformation of a sports league through ServiceNow to-date—and it's only just beginning. We're looking forward to helping the NHL take the next step toward improving workflow processes." **Read more here**

ServiceNow deepens investment in ServiceNow Ventures committing $1 billion by 2026 to fuel enterprise software innovation

ServiceNow (NYSE: NOW), announced its commitment to deploy $1 billion in investment capital to ServiceNow Ventures, the company's global strategic investment arm, by 2026. The company's increased multi-year investment and strategy expansion is reflective of its ongoing commitment to grow and scale the next generation of enterprise technology companies and combined with the power of the ServiceNow Platform, can see over the horizon to solve future customer problems. **Read more here**.

ServiceNow unveils transformative innovations at Knowledge 2023

Key innovations include new Finance and Supply Chain Workflows to automate critical business processes; generative AI solutions that build on ServiceNow's already extensive AI functionality; an AI-powered solution for employee growth and skills development; and the industry's first end-to-end observability solution for cloud applications. Additionally, ServiceNow announced a new offering to digitally transform the critical work of non-profit organizations and new RiseUp with ServiceNow partner courses to build on the goal of skilling one million individuals on the platform by the end of 2024. **Learn more here**.

ServiceNow Advisory Board Updates

Upcoming Meeting: July 3, 2023

The next ServiceNow Advisory Board Meeting will be held on July 3, 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:

➜ CSDM catalog Item

➜ Questions about CSM

➜ Meeting at Knowledge23

➜ Higher Education Summit @ Knowledge23

➜ Higher Education Sessions at Knowledge23

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:

  → Metrics Panel Series: MiamiOH use case and metrics journey on 20 June at 3 pm ET

  → FINAL REMINDER: ITSM CG presents: "Services, Products, Solutions, Offerings, Platforms - Strike me Pink!"

  → You are Invited: PMCG Webinar - Building a Highly Collaborative Team on Wednesday 6/21 1:00 ET/10:00 PT

  → Change Control Workflow

  → Standard Changes

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**