



NET+ ServiceNow Newsletter

July 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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ServiceNow Stories

ServiceNow named a Leader in Low-Code Development Platforms for Professional Developers by independent research firm



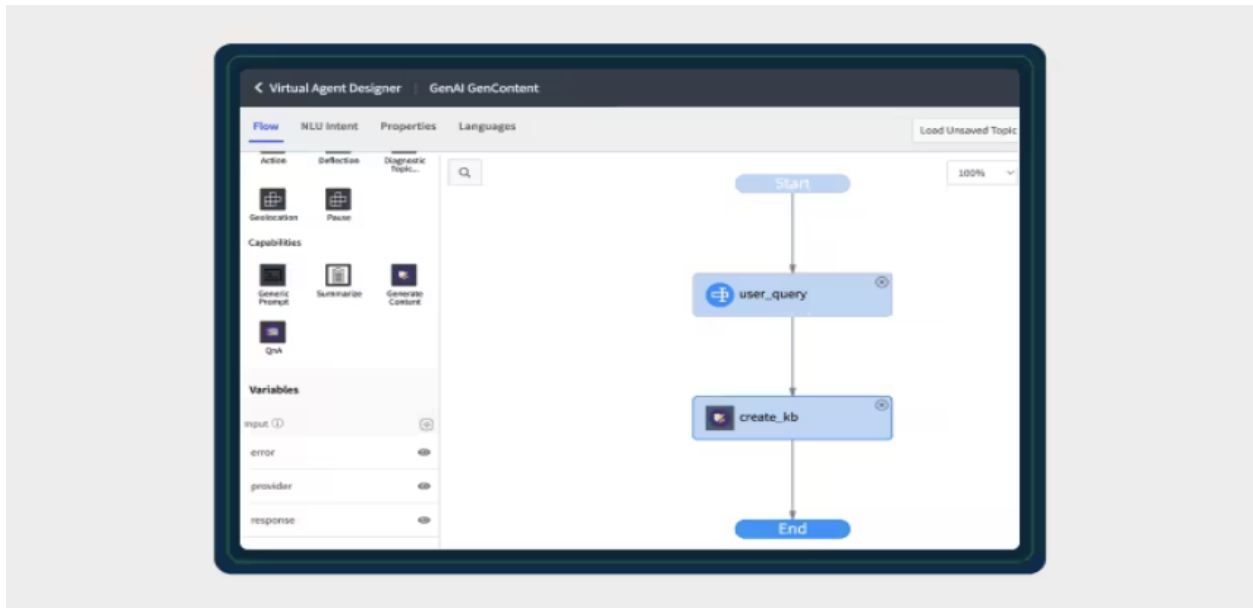
ServiceNow (NYSE: NOW), the leading digital workflow company making the world work better for everyone, today announced it has been named a Leader in The Forrester Wave™: Low-Code Development Platforms For Professional Developers, Q2 2023. ServiceNow attributes this recognition to its innovative governance-first platform approach to low-code solutions. According to this evaluation, “ServiceNow continues to build on its IT credibility with focused, useful low-code innovations to address the technical and governance challenges of scaled, decentralized development and widespread automation. This vision is superior, bolstered by its roadmap, and rooted in the firm’s sound IT service management... Also, out-of-the-box (OOTB) features for governance and portfolio management are first-rate, providing a controlled end-to-end view of the whole app portfolio. Integration tools are additionally strong, with more than 600 connectors, and the platform provides a full functional testing framework.” [Read more here.](#)

Cognizant and ServiceNow Announce Strategic Partnership to Accelerate Adoption of AI-driven Automation



Cognizant (NASDAQ: CTSH) and ServiceNow (NYSE: NOW) today announced a strategic partnership to advance adoption of AI-driven automation across industries. The expanded alliance is expected to accelerate the path toward building a \$1 billion combined business for Cognizant and ServiceNow. By integrating the power of the Now Platform® and ServiceNow's industry product solutions with Cognizant's domain expertise and IP, clients will be empowered to move beyond siloed decision-making and leverage data across the enterprise to drive enhanced business differentiation. [Read more here](#)

ServiceNow introduces new generative AI solution, Now Assist for Virtual Agent



Now Assist for Virtual Agent, designed to create truly conversational experiences for more intelligent self-service. Now Assist for Virtual Agent builds on ServiceNow's strategy to embed generative AI across the Now Platform so customers can easily harness intelligence at scale and simplify and optimize digital workflows, as announced recently at ServiceNow's signature Knowledge event. Enhanced by our strategic partnerships with NVIDIA and Microsoft, we are engineering smarter, fully automated workflows. We help our customers innovate completely new business models on ServiceNow as the intelligent platform for end-to-end digital transformation. [Read more here](#).

ServiceNow joins the prestigious Fortune 500 list



On behalf of ServiceNow Chairman and CEO Bill McDermott, and our executive leadership team, I'm honored to share that ServiceNow has been named to the prestigious Fortune 500® list for the first time in company history, joining an elite group of the largest companies in the United States. The Fortune 500® recognition marks the beginning of a new era for ServiceNow. We've demonstrated our ability to generate a powerful combination of organic growth and profitability, at scale. This distinction is also a testament to our "win as a team" core value at ServiceNow. It's the culmination of the outstanding results we passionately deliver together, in service to our customers, investors, and stakeholders. [Learn more here](#).

ServiceNow Advisory Board Updates

Upcoming Meeting: August 7th, 2023

The next ServiceNow Advisory Board Meeting will be held on August 7th, 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:

- CSM case information
- Questions about CSM
- CSDM catalog Item
- Meeting at Knowledge23
- Higher Education Summit @ 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 (Col)
 - [LinkedIn Group](#) -> itSMF USA - Higher Ed Col
 - 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:

- REMINDER: ITSM CG presents: BRM's Powerful Impact on HE on 7/20
- Ticket Handling and the Incident Management Practice
- ITSM Open House - West coast edition for June
- ITSM Career Opportunity at Northern Arizona University
- POSTPONED - Metrics Examples and Lessons Learned at MiamiOH

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](#)