



NET+ ServiceNow Newsletter

August 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

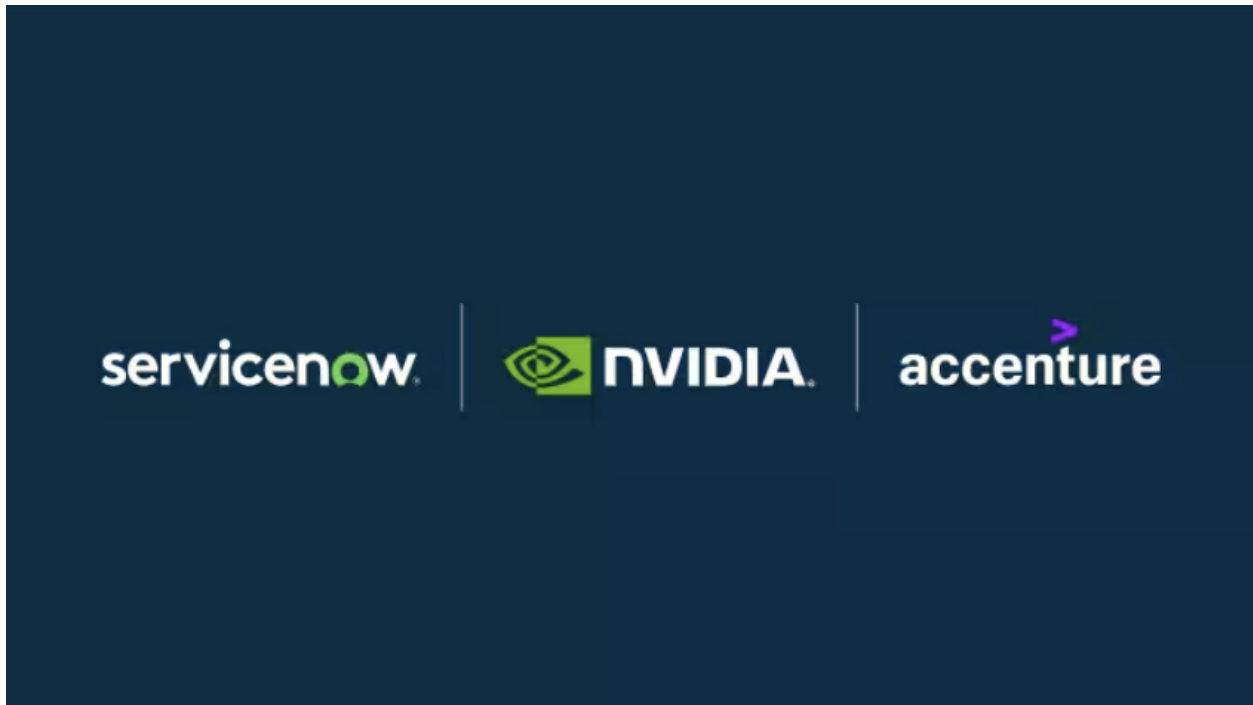


- [Utah Release Highlights](#)
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ServiceNow Stories

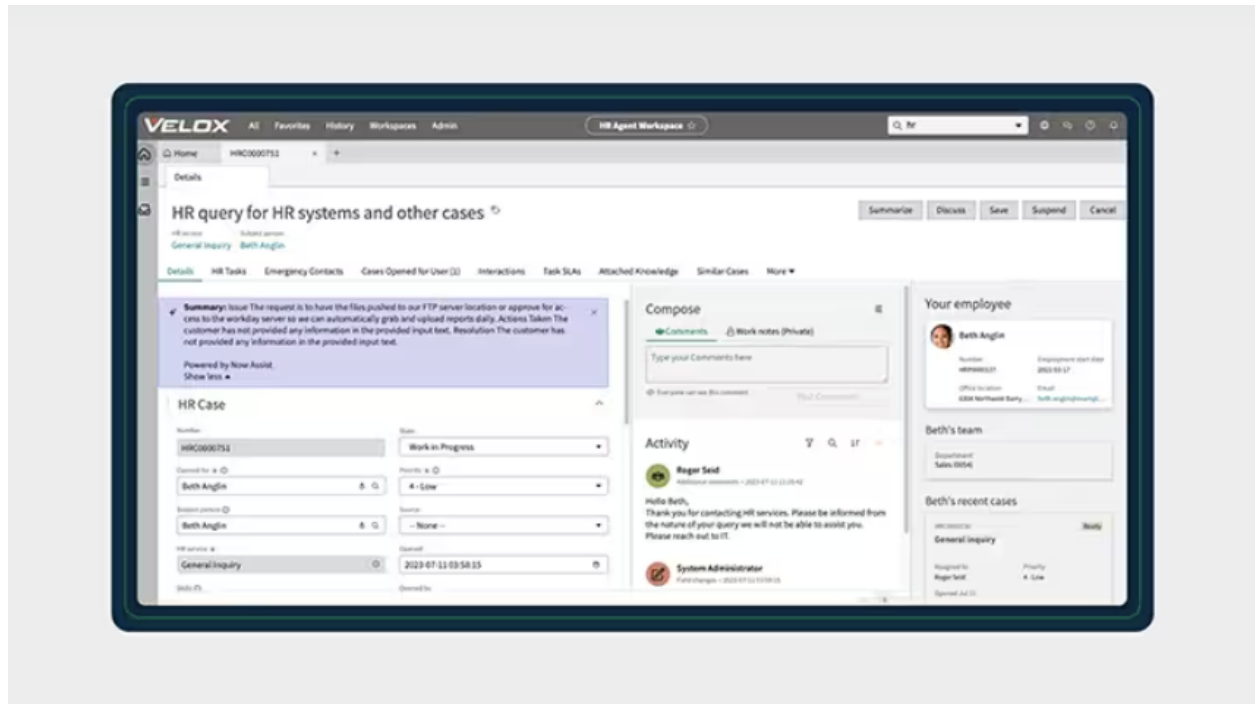
ServiceNow, NVIDIA, and Accenture team to accelerate generative AI adoption for enterprises



Expanding on the strategic partnerships among ServiceNow, NVIDIA and Accenture, AI Lighthouse will assist pioneering customers across industries in the design, development, and implementation of new generative AI use cases.

AI Lighthouse unites the ServiceNow enterprise automation platform and engine, NVIDIA AI supercomputing and software, and Accenture AI transformation services. The comprehensive offering will let customers collaborate as design partners in architecting custom generative AI large language models (LLMs) and applications to advance their businesses. [Read more here.](#)

ServiceNow expands generative AI capabilities with case summarization and text-to-code to drive speed, productivity, and value



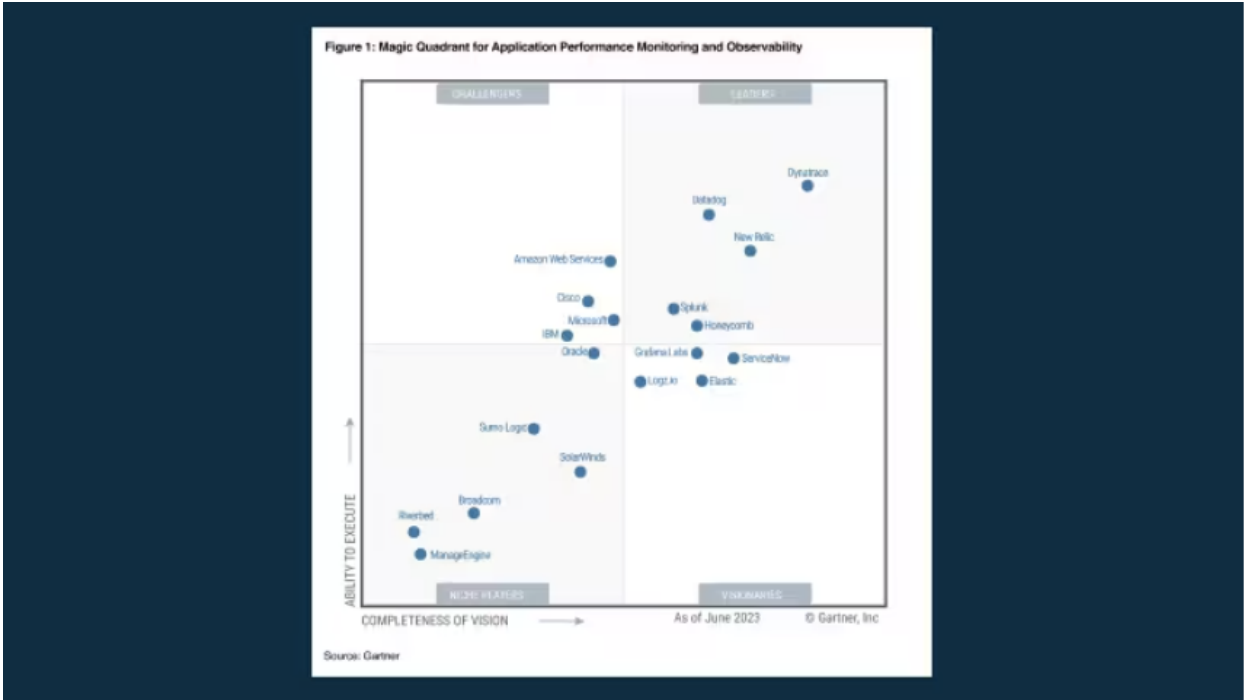
ServiceNow (NYSE: NOW), the leading digital workflow company making the world work better for everyone, today announced expanded generative AI capabilities, case summarization and text-to-code, to drive speed, productivity, and value for customers. Powered by proprietary ServiceNow large language models (LLMs), both capabilities are purpose-built for the ServiceNow platform and are designed to alleviate repetitive work and significantly improve productivity. ServiceNow also announced today its approach to commercialization with new premium SKU offerings across IT Service Management (ITSM), Customer Service Management (CSM), and HR Service Delivery (HRSD), which will be available this September with the Now Platform Vancouver release. [Read more here](#)

KPMG and ServiceNow announce expanded commitment to reimagine finance, supply chain, and procurement operations



KPMG and ServiceNow (NYSE: NOW), today announced an expanded commitment to reimagine finance, supply chain, and procurement operations. The expanded partnership is part of a decade-long relationship that spans IT, HR, risk, cybersecurity, and environmental, social and governance (ESG), includes investment from both organizations to create new offerings that bring together AI, low-code capabilities, and deep industry knowledge and expertise. The joint effort combines the breadth of experience and market-leading industry insights of KPMG professionals with ServiceNow's recently announced AI-powered Finance and Supply Chain Workflows that complements customers' existing procurement and supply chain systems, streamlines processes, and improves the employee experience while helping reduce costs and increasing efficiency. [Read more here.](#)

ServiceNow recognized as a Visionary in the 2023 Gartner® Magic Quadrant™ for Application Performance Monitoring (APM) and Observability



ServiceNow Cloud Observability helps organizations manage the growing scale and complexity of cloud and cloud-native infrastructure by unifying critical telemetry data (logs, metrics, and tracing). Building off existing solutions on the Now Platform, Cloud Observability completes the visibility picture across the enterprise by helping organizations easily identify issues, reduce mean time to resolution (MTTR), and break down silos to protect revenue and boost customer satisfaction.

ServiceNow Cloud Observability is powered by Lightstep and Era Software, visibility innovators that ServiceNow acquired in 2021 and 2022 respectively, to extend the benefits of observability across the entire Now Platform. [Learn more here.](#)

ServiceNow Advisory Board Updates

Upcoming Meeting: September 11th, 2023

The next ServiceNow Advisory Board Meeting will be held on September 11th, 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 12 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:

- We Need Your Help
- Slack integration
- Registry of University Web Sites
- Help ensure ServiceNow is meeting your ServiceNow Accessibility needs

→ CSM case information

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:

- End-user self-scheduling help desk session
- IT Asset Manager Interview Questions
- [Remote] Senior Servicenow Administrator opening at University System of Georgia
- ACM-SIGUCCS Conference for Support Professionals
- Ticket Handling and the Incident Management Practice

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](#)