



NET+ ServiceNow Newsletter

October 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

[ServiceNow platform upgrade will be called Vancouver and is due to release on 20 September 2023. Be sure to keep an eye out for our insights into the Vancouver release as we approach the release date in the second half of 2023.](#)

[What's new in the Utah release](#)

ServiceNow Stories

[ServiceNow announces partnership with FutureSkills Prime – A nasscom MeitY initiative](#)

[ServiceNow expands generative AI capabilities with case summarization and text-to-code to drive speed, productivity, and value](#)

ServiceNow Advisory Board Updates

[Upcoming Meeting: October 2nd, 2023](#)

[Meeting Recap](#)

NET+ ServiceNow - HELPFUL LINKS

Around the Community

[SNOW Higher Education Group - Mailing List](#)

[Higher Education Collaborative Resources for ITSM \(IT Service Management\)](#)

[Specific Collaborative Resources @ ServiceNow](#)

ServiceNow Updates

Updates from ServiceNow regarding product offerings, including any new release.

ServiceNow platform upgrade will be called Vancouver and is due to release on 20 September 2023. Be sure to keep an eye out for our insights into the Vancouver release as we approach the release date in the second half of 2023.



What's new in the Vancouver release



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



ServiceNow Stories

ServiceNow announces Teleperformance as new AI Lighthouse member



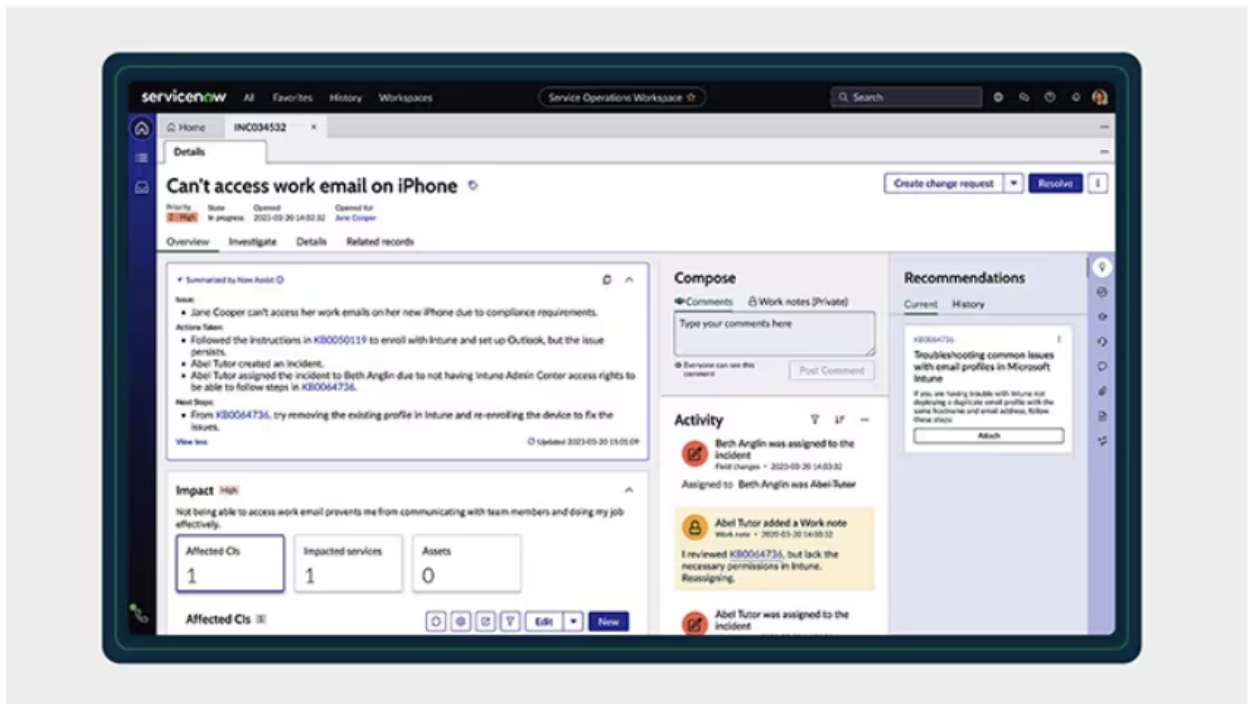
, Teleperformance is joining the AI Lighthouse program. Teleperformance will collaborate on the design, development, and deployment of new industry specific generative AI (GenAI) use cases that boost productivity and help increase customer and employee satisfaction across front- and back-office capabilities in Customer Service Management (CSM) and IT Service Management (ITSM). Teleperformance brings deep experience in CX consultancy, GenAI, engineering, and development to AI Lighthouse. The company's initial focus will be to design and develop new GenAI models to support agent interaction with customers. As the most critical part of customer care, Teleperformance will look to automate remedial agent tasks such as case summarization, next steps, and knowledge management for their customer service agents within the AI Lighthouse program. [Read more here.](#)

ServiceNow to Announce Third Quarter 2023 Financial Results on October 25



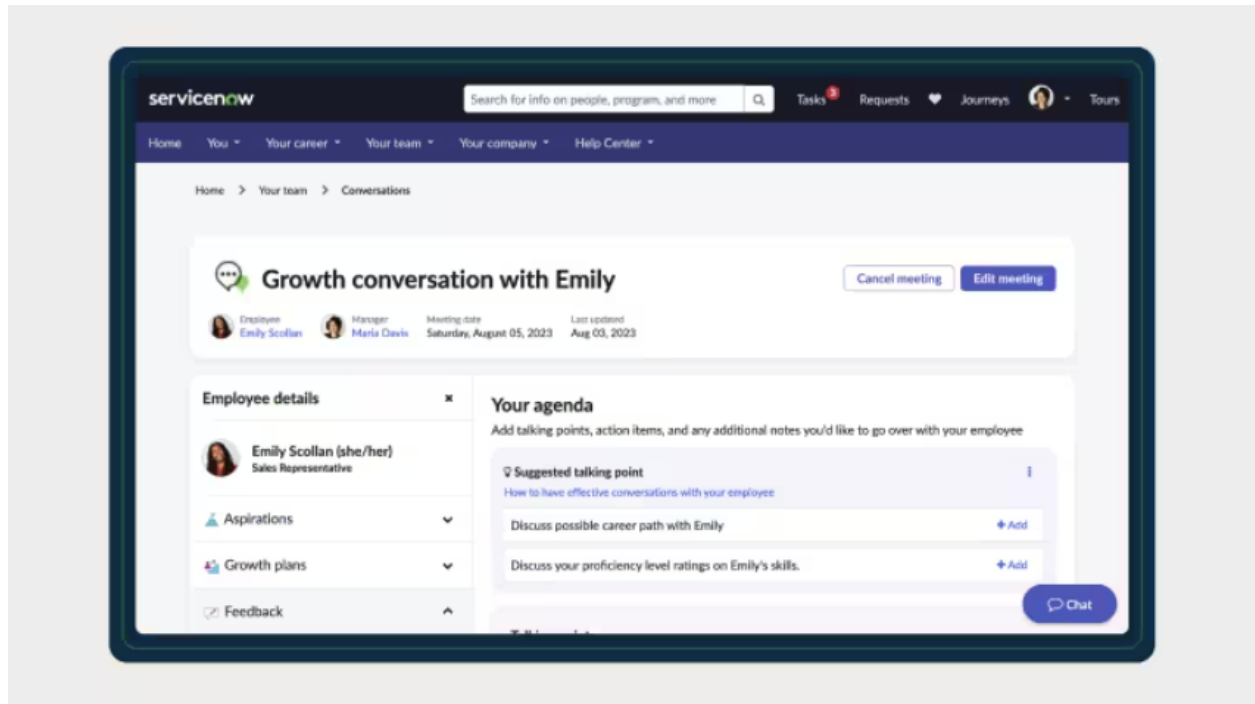
ServiceNow (NYSE: NOW) announced that it will release financial results for the third quarter ended September 30, 2023, following the close of market on Wednesday, October 25, 2023. ServiceNow will host a conference call and live webcast to discuss the financial results. ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit: www.servicenow.com. [Read more here](#)

ServiceNow launches Now Assist for ITSM, CSM, HRSD, and Creator to embed generative AI across all workflows on the Now Platform



Available in the Now Platform Vancouver release, Now Assist for IT Service Management (ITSM), Customer Service Management (CSM), HR Service Delivery (HRSD), and Creator embed the power of generative AI across all workflows on the Now Platform to help accelerate productivity, improve experiences, and increase agility for customers. To power new features within Now Assist, we are releasing a domain-specific ServiceNow large language model (Now LLM), built for the enterprise and optimized for productivity and data privacy. [Read more here.](#)

ServiceNow delivers comprehensive automation solutions with the Now Platform Vancouver release



The new solutions enhance security and governance, simplify critical processes in healthcare and finance, and accelerate talent transformation through AI.

As businesses across all industries face increased pressure to adapt to technological disruption and show immediate value from digital investments, they are turning to trusted partners to help them drive growth, reduce cost, and mitigate risk. The Vancouver release integrates the latest in automation technology—including powerful, new generative AI solutions—into the Now Platform to help organizations maximize productivity, improve agility, and drive cost efficiency, with high levels of digital trust and transparency. [Learn more here.](#)

ServiceNow Advisory Board Updates

Upcoming Meeting: November 6th, 2023

The next ServiceNow Advisory Board Meeting will be held on November 6th, 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 with centralized and de-centralized IT support teams
- Academic Information in ServiceNow
- Anyone using Service Graph connector with JAMF Pro
- We Need Your Help
- Slack integration

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:

- FINAL REMINDER-ITSM CG presents: The What, Why, and How of Digital Transformation on 10/18
- ITSM Poster Prompt - ITSM Success Stories
- REMINDER: ITSM CG presence at EDUCAUSE annual conference 2023!
- Setting SLA Metric Thresholds
- Change requests with Information Security implications

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](#)