



NET+ ServiceNow Newsletter

December 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 Vancouver release



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



ServiceNow Stories

The Power of Technology in Higher Education



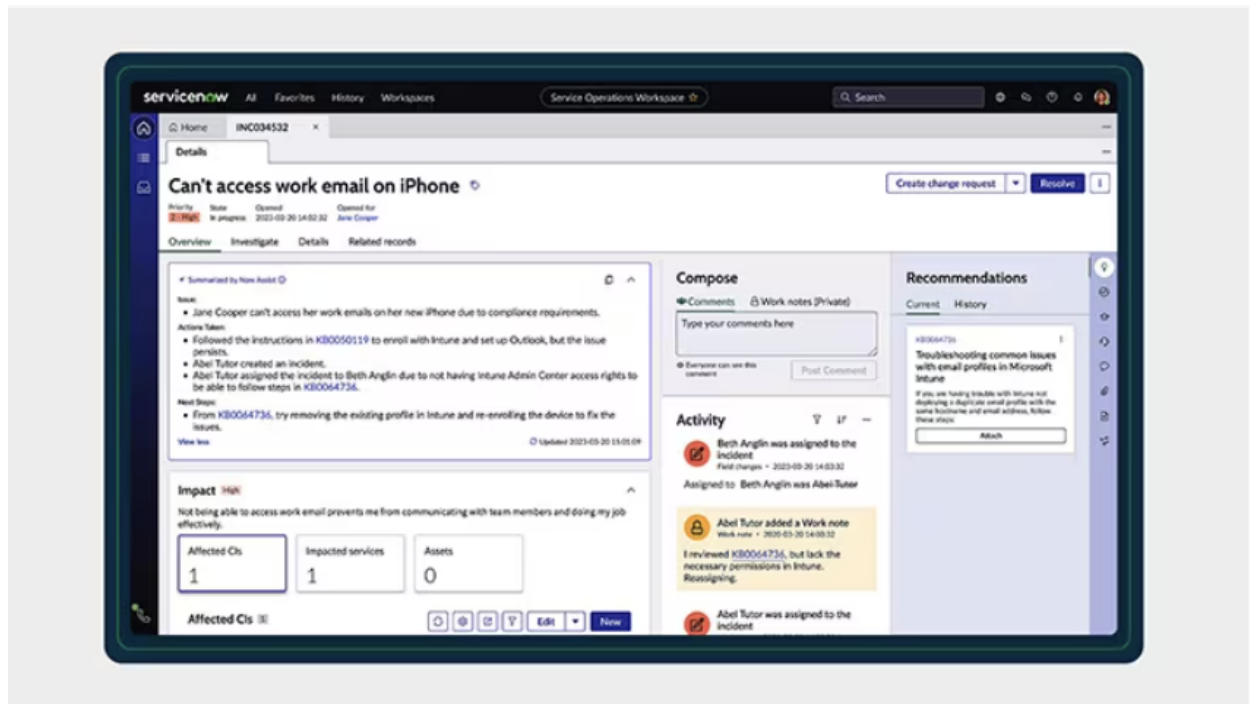
The demand for higher education is skyrocketing. By 2030, more than 1 million people in the UK will apply to university every year, according to UCAS. This presents universities with a challenge: They need to expand the number of places to accommodate this influx of students, and they need to invest in their digital infrastructure to remain competitive. ServiceNow Chief Innovation Officer Dave Wright and Shannon Cobourn, global head of education solutions at ServiceNow, work closely with higher education leaders. The two help leaders adopt the technology they need to adapt to this rapidly changing landscape. [Read the blog post here.](#)

ServiceNow announces Teleperformance as new AI Lighthouse member



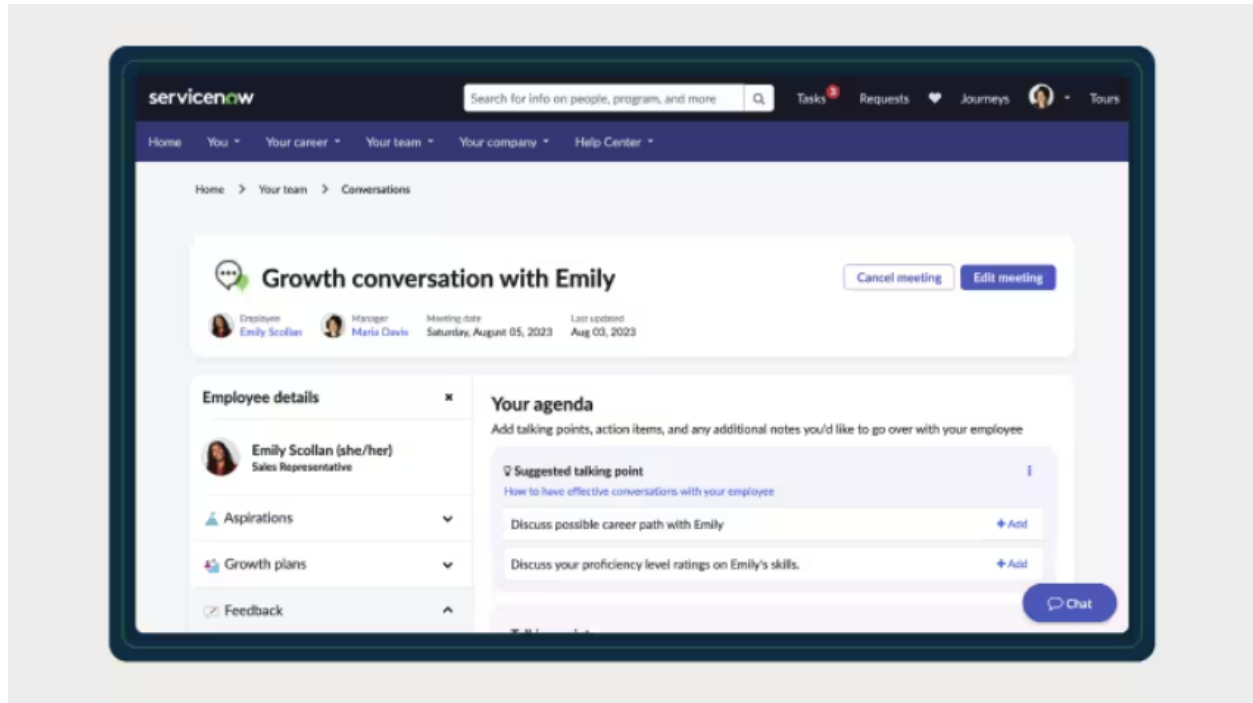
Teleperformance is joining the AI Lighthouse program. Teleperformance will collaborate on the design, development, and deployment of new industry specific generative AI (GenAI) use cases that boost productivity and help increase customer and employee satisfaction across front- and back-office capabilities 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 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: January 1st, 2024

The next ServiceNow Advisory Board Meeting will be held on January 1st, 2024.

The upcoming meeting agenda will be finalized two weeks prior. Please email dvoss@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:

- Recording Available for NET+ ServiceNow Townhall
- ServiceNow Partners
- Employee Center Pro
- APM - Business Applications
- Public portals and "wrong" page IDs formed by search engines

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:

- Migration from Cherwell to Team Dynamix
- IT Service Review Template
- Ticket Handling and the Incident Management Practice
- Asset Checkout Policy & Device Ownership
- Definition of I.T. Projects vs. I.T. Tasks

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](#)