

# NET+ ServiceNow

## Welcome

Welcome to the NET+ ServiceNow wiki.

Many [Internet2 member institutions](#) take advantage of this service offering. If your institution is one of them then this wiki will provide details on how to make the most of your participation of the programming and interact with peers across Internet2 member institutions.

This program is open to all Internet2 [Higher Education](#) and [Affiliate Members](#) and non-members. If you are looking for details on **how to join the program, add licenses** as a existing participant or move to the latest version of the NET+ ServiceNow Customer Agreement, please visit the Participate Tab of the [NET+ ServiceNow webpage](#).

Subscribers may review our [mailing list archives](#) for monthly updates on the program and the ServiceNow product.

## Key Program Updates

Subscribers may review our mailing list archives (Coming Soon) for monthly updates on the program as well as review NET+ ServiceNow Service [Advisory Board agendas](#). If you have further questions on this, please email [netplus@internet2.edu](mailto:netplus@internet2.edu).

### NET+ ServiceNow Newsletter

The [July 2022 issue](#) of the NET+ ServiceNow newsletter is out for your review. Please let us know if you have any questions or comments. We are always looking for feedback to make this better suited for your needs. Thank you.

## Service Documentation and Resources

**\*\*\* SAFE CAMPUS Promotion Extended \*\*\***

Accessibility: [ServiceNow VPAT](#)

Information Security: Please contact [netplus@internet2.edu](mailto:netplus@internet2.edu) for access to the **Service Validation Effort and Security Report (found in the Business Agreement)**.

Contract and Pricing: Please contact [netplus@internet2.edu](mailto:netplus@internet2.edu) for more information.

## Community Resources

### ServiceNow Higher Education Virtual Forum (Sept 2020)

**Virtual Forum:** At the core of every educational institution is the student: prospective, attending and graduated. As we see more online education even at the traditional institutions, there is an accelerated need for campuses to invest in new strategies and technologies providing an improved student experience.

### Higher Education Webinar Series by ServiceNow

ServiceNow is hosting a [four part webinar series](#) on getting back to campus. Internet2 membership is not required nor is participation in the NET+ ServiceNow program.

### ServiceNow SIG for Higher Education

Preparing for the continuity of education and enabling students and faculty to adapt to a virtual environment is essential for universities in response to the ongoing health crisis. The global COVID-19 pandemic will have a lasting impact on education, accelerating the need for universities to invest in new strategies, tools, and technologies that will provide integrated learning experiences, both on and off campus. [Click here for more details](#).

### Participate in our Online Community (Participants Only):

Institutions participating in the NET+ ServiceNow program may take advantage of our email discussion list, receive our program newsletter and participate in other activities and events by joining our NET+ ServiceNow email distribution list. Please contact [netplus@internet2.edu](mailto:netplus@internet2.edu) to be added.

Join the ServiceNow [Community Forum \(Open to all ServiceNow Customers\)](#):

## NET+ ServiceNow Service Advisory Board (SAB) Membership

- American University - Terry Fernandez
- American University - Steve Kelly
- Notre Dame University - Katie Rose
- Notre Dame University - Denise Moser
- Ohio State University - Tracey Richardson
- Ohio State University - Kathy Braidic
- Princeton University - Carol Williams
- University of Central Florida - Scott Baron
- University of Central Florida - Joe Alcalá
- University of Maryland - Jeannette Gregor
- University of Maryland - Vladimir Labar
- University of Virginia - Chris Ledvina
- **University of Washington - Mary Mulvihill (Chair)**
- University of Washington - Leetza Pegg
- Yale University - Christina Lago
- Yale University - Sarah Beardsley
- ServiceNow - Wanda Burgamy
- Internet2 - Matthew Buss
- Internet2 - Karla Kane

- **To Contact the Service Advisory Board**
  - Email: [netplus@internet2.edu](mailto:netplus@internet2.edu)

## NET+ ServiceNow SAB Goals, Agendas

### Questions?

- Internet2 NET+ Service Management [netplus@internet2.edu](mailto:netplus@internet2.edu)
- US EDU Sales Team [wanda.burgamy@servicenow.com](mailto:wanda.burgamy@servicenow.com)
- Internet2 Program Manager: Matthew Buss [mbuss@internet2.edu](mailto:mbuss@internet2.edu)

### Send Feedback or Submit a Feature Request:

The NET+ ServiceNow program is managed by an Internet2 program manager with the support of the NET+ ServiceNow Service Advisory Board.

Customers of ServiceNow are encouraged to join the [ServiceNow Community](#). See [Sign up for the enterprise customer portal](#) for instructions to join.

**Collaborate on Community Resources (Participants Only):**

Speaking of community, did you know about the NET+ ServiceNow Community Folder? This was created specifically for YOU, members of the NET+ community to collaborate with each other. Follow the link above to request access using your .edu email account.

The NET+ ServiceNow Service Advisory Board reviews and prioritizes community feature requests on a quarterly basis and submits them to Instructure product leadership. Feature requests may be submitted using this form.