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.

NET+ ServiceNow Newsletter

The December 2023 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.

NET+ ServiceNow Townhall Series

One of the benefits of being in the program is the ability to attend specific higher education townhalls. Here you can listen to your peers as to how they use specific areas of the ServiceNow platform and often here from ServiceNow experts as well.

Higher Education Summit @ Knowledge23

We are once again holding our annual Higher Education Summit at ServiceNow's Knowledge conference. Please register and attend as the last one was very valuable.

Service Documentation and Resources

*** SAFE CAMPUS Promotion Extended ***

Accessibility: ServiceNow VPAT

Information Security: Please contact 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 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

NET+ ServiceNow Service Advisory Board (SAB) Membership

- American University - Terry Fernandez
- American University - Steve Kelly
- 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 Alcala
- University of Maryland - Jeanne Gregor
- University of Maryland - Vladimir Labar
- University of Notre Dame - Katie Rose
- University of Notre Dame - Denise Moser
- 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 - Quyen Vaillant
- Internet2 - Karla Kane

- **To Contact the Service Advisory Board**
  - Email: netplus@internet2.edu

NET+ ServiceNow SAB Goals, Agendas

Questions?

- Internet2 NET+ Service Management netplus@internet2.edu

- US EDU Sales Team wanda.burgamy@servicenow.com

- Internet2 Program Manager: Quyen Vaillant qvaillant@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.

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 to be added.

Join the ServiceNow Community Forum (Open to all ServiceNow Customers):

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.

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