01/2021 January NET+ ServiceNow Newsletter

NET+ ServiceNow Newsletter

January 2021

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

Safe Workplace Suite (Orlando)

Paris Patch 4

Personalized PRB Notes for Paris

Hardware Asset Management

Process Automation Designer

Predictive Intelligence Workbench

Playbooks for Customer Service Management

Featured Content

Exploring the doc site

Upgrade to Paris

Release notes summaries for Orlando features

Agent Whisper

Campaigns

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ServiceNow - EVENTS

A complete listing of upcoming ServiceNow events, live demos and webinars can be found **here**.

Upcoming ServiceNow Webinars

There are currently no new ServiceNow higher education webinars scheduled. Please send us an email at **netplus@internet2.edu** with webinar topics you would like to see posted!

ServiceNow Advisory Board Updates

Upcoming Meeting: January 25, 2021

The next ServiceNow Advisory Board Meeting will be held on January 25, 2021 Agenda topics for this meeting include:

- Updates from ServiceNow

- Goals planning for 2021

- Update on accessibility SIG

- Walk through of Service Advisory Board collaboration space

The agendas for all ServiceNow Advisory Board meetings can be found **here**.

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December Meeting Recap

December brought the last meeting of the calendar year. Yet, it was not a time to slow down and reflect. Instead, it was a time to press forward with making sure the program continues to meet the needs of the community. First off was a discussion on accessibility. The result of which will be a concerted effort by participants who have a passion in this area. A sub group will be formed with a charge from the Board to work on this area. Details will be forthcoming once the charge has been finalized. Second up was a discussion on the higher education roadmap with regards to the platform. The Board worked with ServiceNow on areas in which ServiceNow could expand with specific regards to higher education needs. The meeting was concluded on time.

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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:

- Structuring the Network as a Service in ServiceNow
- ServiceNow to manage inventory process
- Webinar Announcement: Essence of ITIL Change Management and Intro to DevOps
- Event reminder - Service Catalog Panel Discussion: From Paper to Practice
- Idea intake from university community - ServiceNow Idea Application

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:

- Change and ERP Systems
- CMDB in TeamDynamix
- ITSM Events in 2021
- FINAL REMINDER-Webinar Announcement-Session 101: Essence of ITIL Change Management and Intro to DevOps
- Session 101: ITIL Change enablement and Intro to DevOps recording now available

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**