# 08/2021 August NET+ ServiceNow Newsletter



## NET+ ServiceNow Newsletter

*August 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.*

## Rome Release Early Availability: Jul 22, 2021



- Rome release notes
- Release notes for upgrading from Quebec

**What's New with the Rome release (click topic to learn more):**

**Safe Workplace**

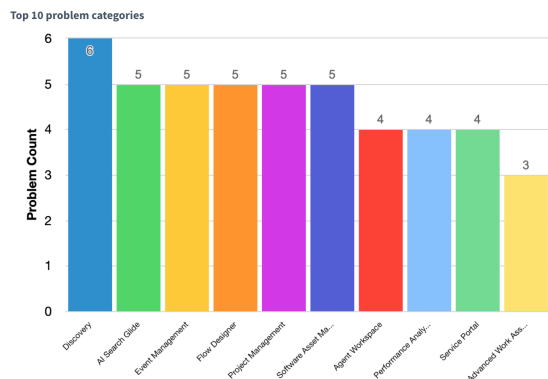**Mobile App Builder**

**IntegrationHub - Imports**

**Multilingual Language Model Management**

**Software Asset Management Workspace**

# Quebec Patch 6 : Released July 22, 2021

## Overview

Quebec Patch 6 includes 95 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

**Top 10 problem categories**



# What's New - Quebec Release

### Domain Separated Tables

See at a glance which tables are domain-separated in your instance.

### Domain Override Viewer

See and manage all your process overrides at once across the entire instance.

### IntegrationHub Remote Process Sync

When integrations require the transform and mapping of data across different tables between two instances, ServiceNow remote system administrators can now use generic record management actions to integrate any two tables. See also the IntegrationHub Release Notes.

### Subscription Management Domain Specific Reporting

System administrators with a new dashboard can enable program and account management with greater detail on license and subscription unit consumption, making cost recovery easier.

### ITOM: Global MID-Server for Cloud Provisioning and Governance (CPG)

Service providers can provision a single MID-server to handle certain cloud actions in CPG without having to managing multiple, discrete MID-servers. See also the ITOM Optimization release notes.

### Platform User Interface (UI) Builder

With the UI Builder with domain separation, support system administrators and delegated developers can build modern user interfaces and actions in a visual design studio without costly customizations. See also the UI Builder release notes.

# Quebec Release Notes
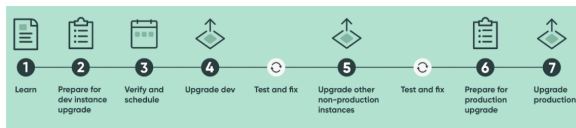
**Click here** to learn more about *Quebec* and prepare your upgrade.

- Quebec release highlights
- Quebec accessibility & compliance

## Quebec Release: Updated Features & Products

## Analytics, Intelligence, and Reporting release notes

Now Intelligence has new and updated features in the Quebec release.

## Customer Service Management release notes

Customer Service Management has new and updated features in the Quebec release.

## DevOps release notes

ServiceNow® DevOps product enhancements and updates in the Quebec release.

## Field Service Management release notes

ServiceNow® Field Service Management product enhancements and updates in the Quebec release.

## Financial Services Operations release notes

Financial Services Operations is new in the Quebec release.

## Governance, Risk, and Compliance release notes

ServiceNow® Governance, Risk, and Compliance product enhancements and updates in the Quebec release.

## IT Asset Management release notes

IT Asset Management has new and updated features in the Quebec release.

## IT Business Management release notes

IT Business Management has new and updated features in the Quebec release.

## IT Operations Management release notes

IT Operations Management has new and updated features in the Quebec release.

## IT Service Management release notes

IT Service Management has new and updated features in the Quebec release.

## Mobile release notes

ServiceNow® Mobile product enhancements and updates in the Quebec release.

## Now Platform administration release notes

Now Platform® administration product enhancements and updates in the Quebec release.

## Now Platform App Engine release notes

The Now Platform® App Engine has new and updated features in the Quebec release.

## Now Platform capabilities release notes

Now Platform® capabilities enhancements and updates in the Quebec release.

## Security Operations release notes

Security Operations has new and updated features in the Quebec release.

**Telecommunications Service Management release notes**

Telecommunications Service Management is new in the Quebec release.

# Paris Release: What's New & Helpful Links

**Safe Workplace Applications**

- Employee Readiness Surveys
- Employee Health Screening
- Workplace Safety Management
- Workplace Personal Protective Equipment Inventory Management
- Safe Workplace Dashboard
- COVID-19 Global Health Data Set
- Contact Tracing
- Employee Readiness Core
- Employee Travel Safety
- Health and Safety Testing
- Vaccination Status

**Emergency Response Management Applications**

- Emergency Response Operations
- Emergency Outreach
- Emergency Self Report
- Emergency Exposure Management

**Other New Applications**

- Vaccine Administration Management
- Hardware Asset Management
- Natural Language Query
- Predictive Intelligence Workbench
- Process Automation Designer
- Upgrade Center
- Workforce Optimization for ITSM

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# ServiceNow - EVENTS

## Go Inside Knowledge 2021

Take a peek at the depth and variety of Knowledge 2021 interactive sessions, industry experts and workflow insights. Now available on demand.

**Watch now**.

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## ServiceNow HigherEd - Stories

### Increased Overall Engagement



Australian Catholic University eliminated soiled, manual processes.

**Read more here.**

# ServiceNow Advisory Board Updates

## Upcoming Meeting: September 6th, 2021

*The next ServiceNow Advisory Board Meeting will be held on September 6, 2021. Items discussed at our last meeting (June) included:*

- *ServiceNow Product Input Opportunity*

- *Institutional Profile Review*

- *Accessibility Working Group Charter Finalization*

- *I2Online Webinar Discussion*

- *Slide distribution from previous meeting*

The August 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**.

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## August Meeting Recap

An Update on the ServiceNow Business Model

To start off the meeting, Wanda Burgamy (ServiceNow) gave an update on the recent Rome release of the Now Platform. This product has come a long way since the original Aspen release in 2013! The IT Service Management Enterprise and Customer Service Management Enterprise are important new additions. There will be further updates to come throughout the fall related to the Rome release.

Accessibility Discussion

The time has come to update our accessibility language with ServiceNow. I2 ServiceNow Advisory Board institutions are invited to collaborate on this initiative in cooperation with their attorneys. If you are interested in contributing to this initiative, please reach out to Matthew Buss (mbuss@internet2.edu) by August 13th.

Thank you to all who participated for your insightful feedback, ideas, and discussion! 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.

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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:**

- ServiceNow Governance across functions at the University
- ITBM Usage
- JIRA/ServiceNow Integration
- Handling guest in ServiceNow with the OOB Survey
- Inconsistent Chat Notifications for Live Agent

## 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:**

- Cultivating Advocacy Workshop - Monday 7/26 1pm
- July Higher Education BRM Community Quarterly Engagement Recording is Available
- ITSM governance
- ITSM Options
- Problem Management


# 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**