

Spring 2021  
ServiceNow Training  
Opportunities in April

To learn more;  
Visit our Service  
Portal at: [4Help.vt.edu](http://4Help.vt.edu)

Search for:  
[ServiceNow Training](#)

<p><b>ServiceNow 101</b> <b><u>Wednesday, April 14, 2021</u></b> <b>10:00 a.m to 11:30 a.m.</b> Zoom meeting CLICK to Register for ServiceNow 101 Or copy/paste this link into a browser:  LIMITED TO 20 PARTICIPANTS</p>	<p><b>ServiceNow 102</b> <b><u>Thursday, April 15, 2021</u></b> <b>10:00 a.m to 11:30 a.m.</b> Zoom meeting CLICK to Register for ServiceNow 102 Or copy/paste this link into a browser:  LIMITED TO 20 PARTICIPANTS</p>
<p><b>Working with Request Items and Catalog Tasks</b> <b><u>Wednesday, April 21, 2021</u></b> <b>10:00 a.m to 11:30 a.m.</b> Zoom meeting CLICK to Register for Working with Request Items and Catalog Tasks Or copy/paste this link into a browser:  LIMITED TO 20 PARTICIPANTS</p>	<p><b>ServiceNow Reporting Basics</b> <b><u>Wednesday, April 22, 2021,</u></b> <b>10:00 a.m to 11:30 a.m</b> Zoom meeting <b>This workshop requires pre-work and has a registration deadline!</b> CLICK to Register for ServiceNow Reporting Basics Or copy/paste this link into a browser:  LIMITED TO 20 PARTICIPANTS</p>

Become a ServiceNow partner, request a catalog consultation, or see training options

Visit our Service Portal at: [4Help.vt.edu](https://4help.vt.edu)

Search for: ServiceNow Consultation

SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	<ul style="list-style-type: none"> <li>▪ ServiceNow onboarding/setup</li> <li>▪ Information about training and useful resources</li> <li>▪ Overview of licensing/payment</li> </ul>
Service Catalog Consultation or Information Sharing	<ul style="list-style-type: none"> <li>▪ In-person consultation to introduce the service catalog or answer questions/discuss cases for Service Catalog use</li> <li>▪ If a consultation is not needed, send edits, updates, changes, or additions to an existing service catalog item that ITEE maintains</li> </ul>
ServiceNow Training	<p>The ITEE training team offers various ServiceNow training options, including:</p> <ul style="list-style-type: none"> <li>▪ Face-to-face and Zoom-based workshops: The ITEE training team offers training on the following ServiceNow topics face-to-face or via Zoom: ServiceNow 101, ServiceNow 102, ServiceNow Reporting Basics. We offer these workshops regularly across the year. <a href="#">Click to see the descriptions of the workshops and their schedules.</a></li> <li>▪ Online self-enrolled and self-paced training course: We also offer self-paced training through tutorials and workshop recordings. Virginia Tech employees and students can view the topics by self-enrolling into the Canvas course at <a href="https://canvas.vt.edu/enroll/J37TXL">https://canvas.vt.edu/enroll/J37TXL</a></li> <li>▪ One-on-one training consultation: please click the <b>Request this Service</b> button to request</li> <li>▪ Requesting additional training topics: please click the <b>Request this Service</b> button to request</li> </ul>

*Association of Collegiate Computing Services of VA*

# Powerful Virtual Networking and Collaboration Opportunities!



*450+ Higher Education Participants*

*Over 40+ Higher Ed Institutions*

## Special Interest Groups (SIGs)

- ▶ 3D Printing
- ▶ Data Integration and Analysis
- ▶ Desktop Support
- ▶ Service Desk
- ▶ IT Service Management
  - ▶ Knowledge Management
  - ▶ Marketing and Communications
  - ▶ Networked Learning Collaborative of Virginia (NLCVA)
  - ▶ Project Management
  - ▶ Records Management
    - ▶ Security
    - ▶ Software Licensing
    - ▶ Unified Communications
    - ▶ VA Classroom Technologies and More!

# Special Interest Groups (SIGs)

**ACCS-VA 2021**

## Adding 2 new SIGs

- ▶ Robotic Process Automation
- ▶ ACCS-VA COVID Discussion SIG

To learn more about ACCS-VA SIG groups,  
please visit: [accsva.org](https://accsva.org)

To join a SIG, please reach out to me at:  
ashepard@vt.edu