

Workshop Schedule

ServiceNow 101

Wednesday, November 9, 2022
10:00 to 11:30 a.m.

ServiceNow 102

Thursday, November 10, 2022
10:00 to 11:30 a.m.

Working with Request Items and Catalog Tasks

Tuesday, November 15, 2022
10:00 to 11:30 a.m.

ServiceNow Reporting Basics

Thursday, November 17, 2022
10:00 to 11:30 a.m.

This workshop requires pre-work to be completed before the workshop!

ServiceNow Practice Lab

Tuesday, November 29, 2022
10:00 to 11:00 a.m.

Fall 2022 ServiceNow
Training Opportunities
in November

To learn more;
Visit our Service
Portal at: 4Help.vt.edu

Search for:
[ServiceNow Training](#)

Become a ServiceNow partner, request a catalog consultation, create/manage Knowledge content 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"> ServiceNow onboarding/setup Information about training and useful resources Overview of licensing/payment
Service catalog	<ul style="list-style-type: none"> Consultation with ITEE to introduce the service catalog and discuss cases for service catalog use Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of service catalog items If a consultation is not needed, send edits, updates, changes, or additions to an existing service catalog item Send reports of broken links found on 4help.vt.edu Share information with ITEE and request that ITEE update your catalog item and / or workflow
Knowledgebase	<ul style="list-style-type: none"> Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of knowledgebase articles Send needed edits, updates, changes, or additions to an existing knowledgebase article Send reports of broken links found on 4help.vt.edu
ServiceNow Training	<p>The ITEE training team offers various ServiceNow training options, including:</p> <ul style="list-style-type: none"> Zoom-based workshops: The ITEE training team offers training on the following ServiceNow topics via Zoom: ServiceNow 101, ServiceNow 102, ServiceNow Reporting Basics. We offer these workshops regularly across the year. Click to see the descriptions of the workshops and their schedules. 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 https://canvas.vt.edu/enroll/J37TXL One-on-one training consultation: please click Request this Service to request Requesting additional training topics: please click Request this Service to request

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The Looking
*Glass***

ACCS-VA 2023 Conference

March 15-18, 2023

Renaissance Portsmouth-Norfolk Waterfront Hotel

