## Association of Collegiate Computing Services of VA

**ACCS-VA 2024 Conference** 

## Puzzled? Piecing IT Together

March 13-15, 2024

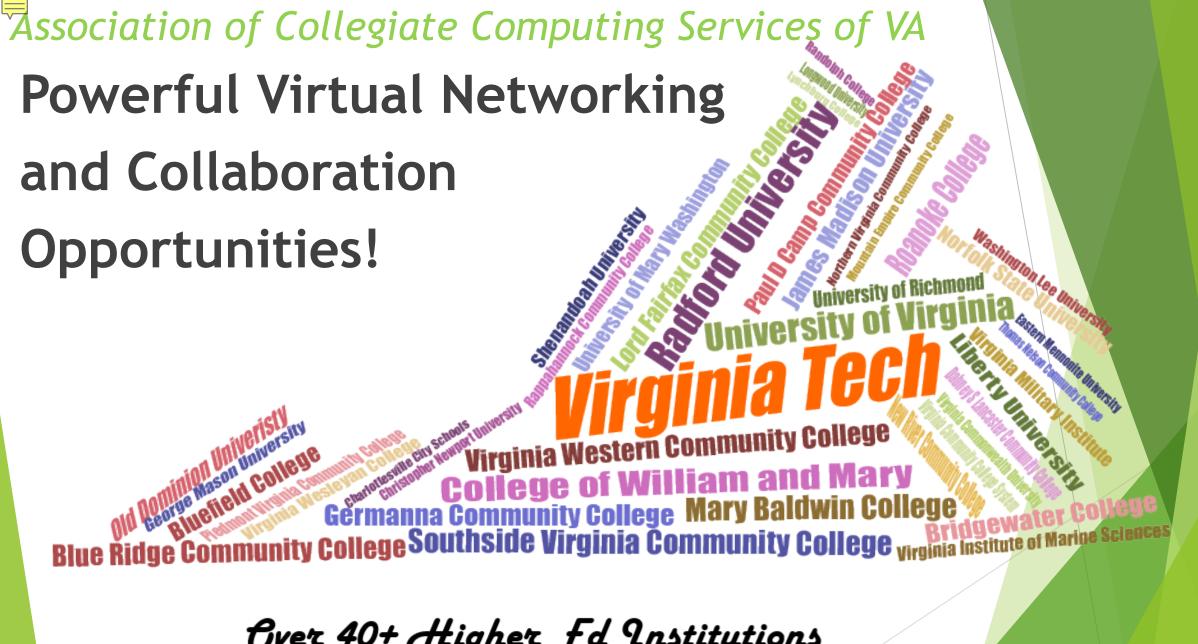
Renaissance Portsmouth-Norfolk Waterfront Hotel

Conference Schedule Still Being Developed!

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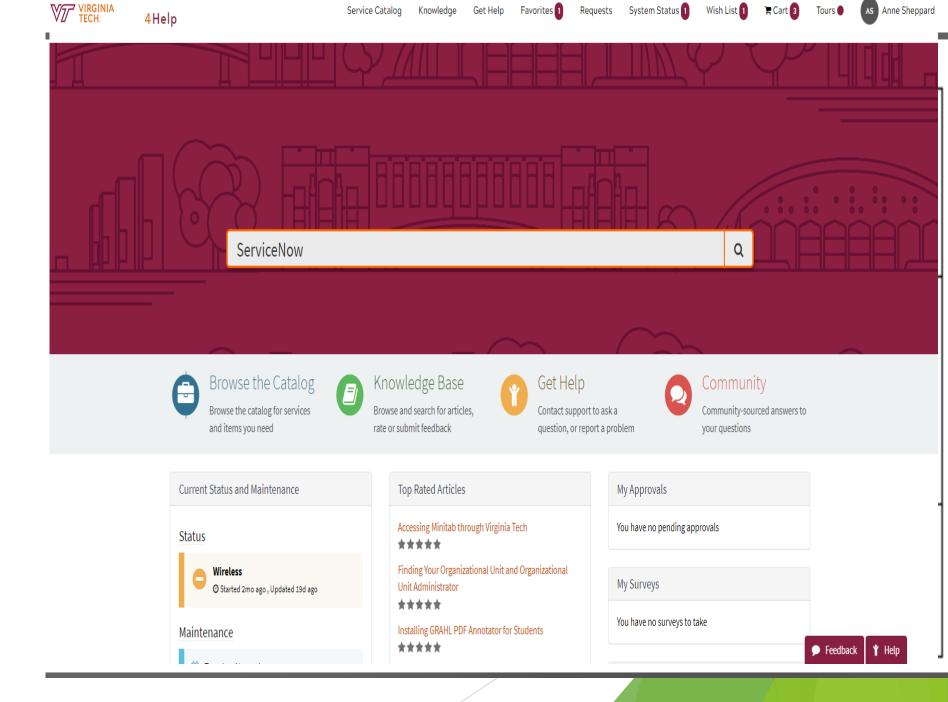


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SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	<ul> <li>ServiceNow onboarding/setup</li> <li>Information about training and useful resources</li> <li>Overview of licensing/payment</li> </ul>
Knowledgebase	<ul> <li>Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of knowledgebase articles</li> <li>Send needed edits, updates, changes, or additions to an existing knowledgebase article</li> <li>Send reports of broken links found on 4help.vt.edu</li> </ul>
ServiceNow Training	The ITEE training team offers various ServiceNow training options, including:  • 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

## Association of Collegiate Computing Services of VA



ACCS-VA 2024 is happening March 13-15, 2024

Questions: Contact: ashepard@vt.edu