

ACCS-VA 2024 Conference

Puzzled? Piecing IT Together

March 13-15, 2024

Renaissance Portsmouth-Norfolk Waterfront Hotel

Conference Schedule Still Being Developed!

Thank you to our sponsors!

accsva.org



Puzzled?
Piecing IT Together
— ACCS-VA 2024 —



Association of Collegiate Computing Services of VA

Powerful Virtual Networking and Collaboration Opportunities!



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

Search for:
[ServiceNow](#)

The screenshot shows the 4Help Service Portal homepage. At the top, there is a navigation bar with links for Service Catalog, Knowledge, Get Help, Favorites (1), Requests, System Status (1), Wish List (1), Cart (3), Tours, and a user profile for AS Anne Sheppard. The main header area has a dark red background with a faint campus illustration. A search bar is highlighted with an orange border, containing the text 'ServiceNow'. Below the search bar is a navigation bar with four main sections: 'Browse the Catalog' (with a brief description), 'Knowledge Base' (with a brief description), 'Get Help' (with a brief description), and 'Community' (with a brief description). The main content area is divided into three columns: 'Current Status and Maintenance' (showing a 'Status' section with a 'Wireless' alert), 'Top Rated Articles' (listing three articles with star ratings), and 'My Approvals' (showing 'You have no pending approvals') and 'My Surveys' (showing 'You have no surveys to take'). At the bottom right, there are 'Feedback' and 'Help' buttons.



Service Request Options

Become a ServiceNow partner, 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
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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Questions: Contact: ashepard@vt.edu