UCDAVIS

ServiceNow Technical Advisory Group (TAG)

(Updated May 2017)

The ITSM community at UC Davis includes colleges, schools and administrative units that share the same goal of optimizing the customer experience on campus. The community aims to build a common set of practices and tools that include handling customer requests, development of standards and processes, and addressing service improvement.

The ServiceNow Technical Advisory Group (TAG) is comprised of representatives from the colleges, schools, and units that use ServiceNow on a daily basis. Members collaborate with their colleagues to determine changes and improvements to ServiceNow. There are regular meetings for ServiceNow community members:

- The UC Davis SNUG (ServiceNow User's Group) meets monthly (second Wednesday) to share experiences and guide development of ServiceNow.
- Members of the UC Davis ITSM community are also involved with the UC SNUG group which is a University of California forum that meets to share best practices about using the tool. To subscribe to this group, send an email to uc-snug+subscribe@ucsc.edu.
- Community members also attend the Sacramento area ServiceNow Users Group. For more information, visit https://community.servicenow.com/groups/sacramento.

If you are interested in more information about the ITSM community, email itsm@ucdavis.edu.

Technical Advisory Group members:

Jeff Barrett, Finance, Operations and Administration, IT Support Services, Associate Director

Martha Cornejo, Student Affairs Office of Technology, Infrastructure Support Services, Program Director

Anthony Drown, Humanities, Arts, and Cultural Studies, IT Supervisor

Justin Woods, *Representing DEVAR*, IET

Florencio Inzunza III, Offices of the Chancellor & Provost, Director of Technology

Ken Jones, College of Engineering, IT Service Manager

Anita Nichols, Information & Educational Technology, Client Services Manager

Jeremy Phillips, Division of Social Sciences, IT Director

Steven Schwarz, School of Law, IT Director, CIO

Michael Sierra, School of Education, IT Director

Joshua Van Horn, Information & Educational Technology, Enterprise Services Manager

Dave Zavatson, Information & Educational Technology, Data Center Manager