

# ServiceNow Roll Out

Hi Team -

Our primary mission in Information Resources & Technology is delivering timely, consistent and effective services to the students, faculty and staff of Rowan University every day, and we all play a critical role in meeting that objective.

This week marks the beginning of a new chapter in this shared mission. With the go-live of our first ServiceNow module this week, we are taking a major step forward in our goal of providing better, more consistent and more measurable customer service across all of our diverse offerings.

I am excited about our upcoming go-live for Incident within ServiceNow, and I would like to extend my personal thanks to everyone who is participating in this effort.

Thank you,

**Mira Lalovic-Hand, Ph.D.** | Senior Vice President and CIO  
*Division of Information Resources and Technology*