



# Agentic AI Evolve

## Scope of Service Description

ServiceNow consultants will work with Customer subject matter experts to perform the following services and activities detailed in the tables below (collectively, the **"Packaged Services"** or **"Services"**).

## Service Tier Scope Specifications

ServiceNow will deliver the Purchased Hours as outlined in the table below, based on the purchased Service Tier specified on the ordering document. This Service is only available for the Customer's ServiceNow Moveworks subscription product purchases.

| Agentic AI Evolve Service Tiers ("Service Tiers")   |                             |                 |                 |
|---|-----------------------------|-----------------|-----------------|
| Scope Specifications  | Tier 1                      | Tier 2          | Tier 3          |
| Number of Service hours per Tier ("Purchased Hours")  | Up to 120 hours             | Up to 240 hours | Up to 360 hours |
| Packaged Services Duration  | 12 months                   | 12 months       | 12 months       |
|   |                             |                 |                 |
| Packaged Services   |                             |                 |                 |
| Initiate  | ServiceNow Responsibilities |                 |                 |
| <ul style="list-style-type: none"><li>Participate in preparatory remote meetings with Customer to review and discuss Customer's strategic intent and objectives, within the available number of Purchased Hours for the Services.</li><li>Review My Moveworks access and demonstrate how this will be utilized during the delivery of the Service for requesting assistance ("Service Request").</li></ul>  |                             |                 |                 |
| Plan and Execute  | ServiceNow Responsibilities |                 |                 |
| <ul style="list-style-type: none"><li>On a monthly basis, review the Service Request(s) logged in My Moveworks with Customer. Mutually agree with Customer on the priority of any Service Request.</li><li>The Service Request will be delivered based on the agreed priority. The Purchased Hours will be averaged across the annual term within the Customer's applicable ordering document term, not to exceed the Purchased Hours ("Monthly Hours"). The general schedule and effort of each Service Request shall be mutually agreed by Customer and ServiceNow will not exceed the Monthly Hours unless agreed to by ServiceNow.</li><li>Service Requests may include but are not limited to the following:<ul style="list-style-type: none"><li>Leading practices/advisory for Customer's bot solution</li><li>Design and configurations for Customer's bot solution</li></ul></li><li>Schedule resource assignments based on the agreed upon Service Requests.</li><li>Provide a monthly hours burned report.</li></ul> |                             |                 |                 |
| Close   | ServiceNow Responsibilities |                 |                 |
| <ul style="list-style-type: none"><li>Participate in a Service closeout meeting, if requested by Customer, for up to one (1) hour, to review the activities and next steps.</li></ul>   |                             |                 |                 |

## ServiceNow Provided Resources

ServiceNow may replace or re-assign its personnel during the Services upon notification to Customer. ServiceNow does not guarantee that certain designated ServiceNow personnel will be



assigned to Customer's account. ServiceNow may at any time engage any of its employees or a third-party subcontractor to fulfill all or part of ServiceNow's obligations under this Service Description and the Customer acknowledges that such employees or third-party subcontractor may process Customer Data (as defined in the Agreement) in order to provide the Packaged Services. Customer shall grant ServiceNow and subcontractor personnel access to Customer's instance(s) of the Subscription Service in order to perform the Packaged Services. ServiceNow is solely responsible for the acts or omissions of subcontractors to the same extent as if such acts and omissions were its own. ServiceNow is solely responsible for the payment of any compensation due or allegedly due to subcontractors, and subcontractors may not seek payment (either directly or indirectly) from Customer.

## Travel & Expenses

Except as otherwise specified, ServiceNow will provide the Services remotely. In the event that ServiceNow and Customer agree that travel is required in support of the Services, all reasonable travel, meals, and living expenses for ServiceNow personnel shall be billed to Customer at ServiceNow's actual expenses. Customer agrees to pay all such travel and other expenses in accordance with the payment terms specified in the Agreement or, if not specified in the Agreement, as specified on the ordering document. For U.S. Public Sector customers, all travel costs, including per diem and private auto mileage rates shall be in accordance with the Federal Travel Regulations (FTR).

## Prerequisites

Before ServiceNow can begin the Services, the following prerequisite tasks must be completed as stated below:

- Customer grants ServiceNow resources remote access to Customer's Moveworks ServiceNow organizations for the purpose of providing the Services during the period of performance.
- Customer is required to have separately purchased the product subscription for the scope of the Service from ServiceNow.
- Customer's ServiceNow Moveworks organizations have the relevant applications installed and configured.

## Additional Services Specifications and Requirements

- There are no contractually (implied or expressly) defined deliverables within this Service Description.
- ServiceNow will perform the Services on the Customer Moveworks sub-production organization where applicable. Any activities performed in a customer production environment, as required to deliver this Service, will be with Customer consent and controlled by Customer use permission rules and access controls.
- Customer provides ServiceNow with the required resources to deliver the Services and ensures active participation from Customer personnel in a timely manner.
- Services and any resulting deliverables may include advice and recommendations from ServiceNow, but Customer agrees that all decisions in connection with the implementation of such advice and recommendations will be the sole responsibility of the Customer.
- Customer expressly acknowledges and agrees that any advice or recommendations provided by ServiceNow does not constitute legal advice and is not a representation regarding compliance with any law or regulation.
- ServiceNow is not responsible for delays caused by Customer or any third party (excluding ServiceNow subcontractors).



- ServiceNow will use commercially reasonable efforts to confirm the mobilization plan and composition of the full team with Customer within four (4) weeks from the date the parties mutually agreed to commence delivery of the Packaged Services.
- Unless otherwise specified by ServiceNow, the Services and any resulting deliverables will be in English.
- The ServiceNow personnel shall be scheduled based on resource availability.
- Customer is solely responsible for the performance of Customer's employees and agents, including any modification they make to the Services and any resulting deliverables, and for the accuracy and completeness of all data, materials and information provided to ServiceNow.
- The Services will be performed during a ServiceNow standard business day which is any eight (8) hour period between the hours of 8 a.m. and 6 p.m., Monday through Friday local time, excluding ServiceNow or public holidays.

## Exclusions

- This Packaged Service is not available to a Customer hosted in ServiceNow Protected Platform datacenters or a similar regulated environment, self-hosted environments, or to managed service providers (except for their internal use). For clarity, this Packaged Service is available to Customers hosted in ServiceNow's GCC and NSC DOD IL5 environments.

### Packaged Service Terms and Conditions

ServiceNow is in the business of providing service management applications and other applications on the ServiceNow platform and consulting services drawing upon the knowledge, understanding and expertise ServiceNow has gained in the course of working with many other Customers. Nothing in this Service Description shall assign rights in or limit ServiceNow's use of any know-how or knowledge pertaining to the ServiceNow intellectual property rights or technology. ServiceNow shall have a fully paid, royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to use any suggestions, enhancements, recommendations or other feedback provided by Customer and its users relating to the ServiceNow product or services.

To the extent Customer purchases directly from ServiceNow, Customer agrees to pay the fees as set forth on the related order form. ServiceNow will provide the Services pursuant to the terms and conditions on the order form and the underlying agreement executed by the parties (if any) or, in the absence thereof, pursuant to the Ordering Agreement incorporated by reference herein from <http://www.servicenow.com/upgrade-schedules.html> ("Agreement"). In the event of any inconsistency or conflict between the Agreement or the Subscription Service Agreement and this Service Description, the terms of this Service Description shall control with respect to the Packaged Services set forth herein.

**ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, CANNOT BE USED FOR SERVICES OTHER THAN FOR THOSE PURCHASED, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED MUST BE CONSUMED WITHIN 12 MONTHS FROM THE ORDER FORM EFFECTIVE DATE. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. ANY UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER.**