



Agentic AI Implementation

Scope of Service Description

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

Service Tier Scope Specifications

The table below outlines the Service scope based on the purchased Service Tier. ServiceNow will deliver the applicable Services per the purchased Service Tier as specified on the Order Form. This Service is only available for the Customer's ServiceNow Moveworks subscription product purchases.

Agentic AI Implementation Service Tiers ("Service Tiers")			
Scope Specifications	Tier 1	Tier 2	Tier 3
Discovery and planning workshop	-	-	Up to 2-days
Execute bot configurations	1 Bot	1 Bot	1 Bot
Enterprise Search integrations*	Up to 5	Up to 7	Up to 10
Service Management integrations*	Up to 1	Up to 2	Up to 3
Provision Management integrations*	Up to 1	Up to 2	Up to 2
Build Agent Studio plugins	Up to 1	Up to 2	Up to 3
User testing	Up to 2 weeks	Up to 2 weeks	Up to 2 weeks
Limited rollout support	-	-	Up to 2 weeks
Change Management support	-	Included	Included
One knowledge transfer session covering administrative and design decision tools	-	-	Included
On-premises infrastructure support	-	Included	Included
Go-live preparation support	Up to 1 week	Up to 2 weeks	Up to 2 weeks
Post go-live support	Up to 1 week	Up to 2 weeks	Up to 2 weeks
Estimated Service Duration	10 weeks	12 weeks	12-14 weeks
<i>*Customer's Product license entitlements will determine the available integrations.</i>			

Service Activity Phase/Description
Initiate
ServiceNow Responsibilities: <ul style="list-style-type: none"> Conduct introduction calls to align on Service goals, scope, timeline, and next steps.



- Provide discovery questionnaire; assist Customer as needed to complete.
- For Service Tier 3 only:
 - Upon Customer request, conduct a 2-day discovery and planning workshop.
 - Workshop topics may include, but are not limited to, tool discovery, access and architecture planning, product roadmap review, communications and go-live planning.
- Collaborate with Customer project manager on project planning and management activities to be delivered throughout the Service, such as:
 - Project tracking
 - Weekly meeting cadence
 - Weekly status update
 - Monthly steering committee meeting
- Review My Moveworks access and demonstrate how this will be utilized during the project to include:
 - Discovery questionnaire
 - Project plan/updates
 - Weekly status reports
 - Design document
 - User test cases
 - User testing feedback
 - Skills Assessment
- Finalize the project plan/timeline in alignment with agreed upon scope.

Customer Responsibilities:

- Provide ServiceNow with relevant access to tools and systems.
- Complete discovery questionnaires and return to ServiceNow.
- Participate in creation and review of a final project plan. Throughout the Service delivery period, support project planning and management activities and assist with any outstanding questions and provide feedback.

Plan

ServiceNow Responsibilities:

- Using content from Customer's discovery questionnaires, create a Skills Assessment document outlining proposed configuration and scoping decisions.
- Review the Skills Assessment document with the Customer.
- Updated the Skills Assessment document based on Customer decisions and feedback.
- Finalize the Skills Assessment document and obtain Customer approval.
- For Service Tier 2 and 3 only:
 - Conduct Change Management overview sessions (review templates, best practices, strategies, etc.)
 - Assist with questions related to the configuration of the on-premise infrastructure where applicable

Customer Responsibilities:

- Provide bot design, including bot name and avatar.
- Actively participate and the Skills Assessment document review; provide input, feedback and decisions.
- Approve final Skills Assessment document.



<ul style="list-style-type: none"> Ensure all required users attend the change management overview sessions.
Execute
<p>ServiceNow Responsibilities:</p> <ul style="list-style-type: none"> Bot configuration: <ul style="list-style-type: none"> Configure the bot as outlined in the approved Skills Assessment document. Perform end-to-end integration, platform, and unit testing. Document user test cases and share with the Customer. Bot demonstration / pre user testing <ul style="list-style-type: none"> For up to 10 key stakeholders, conduct a demonstration of the configured bot showcasing how it interacts with integrated systems. Collect feedback from the demonstration session and update bot configurations as applicable. <p>Customer Responsibilities:</p> <ul style="list-style-type: none"> Bot configuration: <ul style="list-style-type: none"> Perform agreed upon updates as outlined in the Skills Assessment document. Refine change management activities, as applicable. Assist with any outstanding questions and provide feedback on new decisions. Plan for pre-user testing and testing groups including identifying testers and scheduling relevant meetings. Bot demonstration / pre-user testing <ul style="list-style-type: none"> Attend pre-user testing demonstrations. Utilizing template for bot design document, finalize software configuration, bot name and avatar. Identify testers and schedule relevant meetings. Customer will provide a minimum of 10 testers to validate bot performance. <ul style="list-style-type: none"> Execute user test cases Provide pre-user testing sign-off
Deliver
<p>ServiceNow Responsibilities:</p> <ul style="list-style-type: none"> User testing: <ul style="list-style-type: none"> Facilitate a user testing kick-off meeting for up to 20 stakeholders. Review user testing feedback and present results: <ul style="list-style-type: none"> Week 1 - user testing, review, analyze, summarize, and read back the results of the testing including any defect fix prioritization decisions. Week 2 – execute on fixes/defect resolution (fixes and retesting all P0 and P1 defects (as outlined in <i>Appendix 1 – Defect Severity Complexity</i> ("Defects")) before concluding the user testing.) Note: P2+ defects are documented in backlog and handed over to Customer. Go-live preparation (as applicable to the purchased Service Tier): <ul style="list-style-type: none"> Connect the configured bot to Customer's in scope production integration point URL as outlined in the Skills Assessment. Conduct production environment verification. <p>Customer Responsibilities:</p> <ul style="list-style-type: none"> User testing <ul style="list-style-type: none"> Attend user testing kick-off



<ul style="list-style-type: none"> ○ Conduct user testing: <ul style="list-style-type: none"> ▪ Week 1 - testers will utilize the feedback submission form to test all relevant use cases and provide feedback for review. ▪ Week 2 – retest remediated defects. • Go-live preparation: <ul style="list-style-type: none"> ○ Provide ServiceNow with appropriate access to in-scope production tools and systems upon completion of user testing. ○ Continue execution of the change management activities. ○ Production verification. ○ Provide bot go-live approval.
Close
<p>ServiceNow Responsibilities:</p> <ul style="list-style-type: none"> • Bot go-live: <ul style="list-style-type: none"> ○ Assist with bot planning and go-live activities, including, but not limited to guidance on specific timing for various go-live activities such as activating the bot, sending go-live related notifications, monitoring performance, etc. ○ Assist Customer with go-live communications. • Post go-live support (as applicable to the purchased Service Tier): <ul style="list-style-type: none"> ○ Conduct post go-live monitoring, issue resolution, defect resolution, daily standup call (up to 30 minutes) and analytics review. • Conduct Knowledge Transfer session • Provide day 1 and week 1 summary report of bot performance. • Limited rollout (only for Service Tier 3, upon Customer request) for up to 2 weeks: <ul style="list-style-type: none"> ○ Monitor bot performance and usage. ○ Assist with feedback review. ○ Support Customer with the feedback analysis and prioritization for up to 1-2 CSAT surveys distributed from the bot. ○ Assist Customer with planning for full go-live. ○ Resolve any P0 and P1 issues identified. • Conduct a Services closeout meeting with Customer's Sponsor and Customer's Project Manager: <ul style="list-style-type: none"> ○ Review the Services activities, objectives achieved ○ Recommended next steps ○ Review lessons learned ○ Conclude project tooling <p>Customer Responsibilities:</p> <ul style="list-style-type: none"> • Bot go-live: <ul style="list-style-type: none"> ○ Launch bot to all employees. ○ Continue execution of the change management activities. • Post go-live support: <ul style="list-style-type: none"> ○ Feedback collection ○ Analytics review ○ Ticket submission (if applicable) • Limited rollout (upon request for Service Tier 3): <ul style="list-style-type: none"> ○ Define limited rollout audience. ○ Execute limited rollout communications.



- Collect feedback during limited rollout and share with ServiceNow.
- Finalize full go-live plan.
- Continue execution of the change management activities, as applicable.
- Ensure all required users attend the knowledge transfer session.
- Engage with ServiceNow to complete any remediation activities during post go-live support.
- Actively participate in the Closeout Meeting.
- Complete the Customer survey.

Service Outputs	Description
Skills Assessment	<p>The Skills Assessment may include but not limited to:</p> <ul style="list-style-type: none"> • Environment and integration plan • Bot access and placement • Bot settings (self knowledge, disclaimer, steerability) • Concierge / ticketing • Ticket filters • Answers / knowledge integrations • Personalized responses • Software, account, and group access • Cross domain capabilities • Advanced modules and admin tool

ServiceNow Provided Resources

ServiceNow will provide the following resources in connection with the delivery of the Services:

ServiceNow Resource	Responsibilities
Engagement Manager	Responsible for resource and timeline management. Provide expertise, ensure adherence to the Services, identify, and allocate appropriate resources from ServiceNow, document and communicate status, at a minimum, weekly, and act as the single point of contact during the Services.
Technical Consultant	Provide technical guidance and configuration the ServiceNow platform while sharing knowledge and best practices with Platform Administrators.
Solution Architect	A consultative technical advisory role (does not perform platform configuration), responsible to define and communicate, at an architectural and design level of detail, technical solutions and technical roadmap aligned with client's desired business outcomes. Provides direction on keeping customers aligned to ServiceNow architectural leading practices and assists with recommendations, points of view and documentation.



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.

Customer Provided Resources

Customer will provide applicable resources throughout the duration of the Services. The same personnel may fulfill multiple responsibilities:

Customer Resource	Responsibilities
Executive Sponsor	The Executive Sponsor is responsible for setting and communicating the vision of the ServiceNow platform within the rest of the enterprise. The Executive Sponsor also participates in Services governance and removes roadblocks to a successful implementation.
Project Manager	The Project Manager is responsible for tracking and communicating project status, serving as an escalation point to resolve obstacles, and working to deliver project work on schedule and budget. The Project Manager works closely with the ServiceNow Engagement Manager and in coordination with all other involved resources to plan, manage, and deliver ServiceNow releases.
Platform Owner	The Platform Owner is a senior leader with overall accountability of the ServiceNow platform. The Platform Owner provides leadership and oversight to the Platform Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)	The System Administrator is responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for incidents related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features. The ServiceNow System Administrator has sound technical ability that enables the fulfillment of common configuration and maintenance tasks.
Integration, Infrastructure & Security Resources	Integration, Infrastructure & Security are responsible for the infrastructure design and operations, as well as system security of the organization. The resources will confirm the technical design and integration



	requirements with various systems to support processes which require information exchange between ServiceNow and Customer's systems.
Subject Matter Experts (SME)	The SME is responsible to confirm the design to help meet Customer's requirements, and to work with ServiceNow to identify opportunities for the processes to be moved into ServiceNow. The role may comprise of both functional and technical experts. The SME will also possess in-depth functional and technical understanding of any necessary processes and function.
Testing Coordinator	Coordinates Customer Testing activities, including Test Plan, Test Cases and Test Execution

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 ServiceNow instances 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 instances have the relevant applications installed and configured.

Additional Services Specifications and Requirements

- 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 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.
- ServiceNow is not responsible for delays caused by Customer or any third party (excluding ServiceNow subcontractors).
- 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.
- ServiceNow will connect to one singular level of pre-production environment during bot configuration.

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.



Appendix 1 – Defect Severity Classification

Defect Severity Classification	Defect Severity Level Definition
P0 - Critical	Critical functionality is blocked – i.e. bot is expected to file tickets and ingest ticket information, but bot cannot file or recognize any tickets.
P1 - High	Key functionality is impacted – i.e. bot is expected to add team members to a shared distribution list, but bot does not have access to the distribution list requested.
P2 - Medium	Bot remains functional but there are issues that impact a minority of users – i.e. customer wants functionality that doesn't exist within the product yet and would be a feature request, or a minor cosmetic change to how the assistant looks.