

AI Control Tower Value Realization

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**”).

Packaged Service Description
ServiceNow AI and Agent Discovery
• Enable in-platform capabilities for auto-discovery of ServiceNow on-platform agents and AI assets. • Support Customer in identifying and tagging managed vs. unmanaged discovered AI assets.
Value Template Activation
• Activate and configure up to four (4) out-of-the-box value templates. • Design and configure up to three (3) Customer-specific value templates. • Align managed ServiceNow AI assets to default value templates and address any gaps in default assignments.
Reporting Foundations
• Activate and leverage out-of-the-box (OOTB) overview dashboard to establish: ◦ Baseline reports and dashboards from AI Value tab of AI Control Tower Workspace. • Activate the AI value and adoption capability of AI Control Tower included in the Customer's product subscription. • Usage and adoption tracking for ServiceNow AI assets. • Value dashboards tied to strategic goals and ROI. • Provide recommendations on assist consumption. Such recommendations are advisory only and do not constitute licensing or entitlement advice.
Estimated Duration: 6 weeks

Service Activity Phase	Description
Initiate	ServiceNow Responsibilities: • Lead preparatory meetings with the Customer Project Manager to review the scope of Service. • Identify required Customer resources and align on timelines for Service activities. • Conduct kick-off meeting. • Prepare for and schedule working sessions with Customer resources for Plan Phase.

	Customer Responsibilities: - Actively participate in the preparation and meeting activities. - Complete any required and/or recommended activities prior to the start of the Plan Phase, as applicable.
Plan	ServiceNow Responsibilities: - Conduct working sessions to gather requirements for the Packaged Services, including: - ServiceNow AI Inventory discovery - Roles and access configuration - Value template activation and configuration - Perform product demonstrations to aid the workshop audience in visualizing and understanding OOTB features and functionality. - For collected requirements, document and estimate the level of effort for the finalized requirements ("User Stories"). - Review Customer documented story acceptance criteria. - Review, refine, and prioritize the documented User Stories with the Customer and determine which will be configured during the Execute Phase. - Release planning (identify the number of sprints required) and sprint planning for the one (1) sprint delivered in the Execute Phase. Customer Responsibilities: - Actively participate in workshops, meetings, and requirements working sessions. - Clearly describe functionality and participate in the design of User Stories. - Document story acceptance criteria for User Stories. - Participate in User Story prioritization and mutually agree on in-scope stories for the Execute Phase.
Execute	ServiceNow Responsibilities: - Configure and unit test User Stories for the Packaged Services over one (1) sprint. - Conduct a review/demo session at the end of each sprint. Customer Responsibilities: - Participate in unit testing and validate configured behavior against the documented story acceptance criteria. - Participate in sprint review/demo sessions. - Draft and issue user testing training material for testers. - Configure any third-party system or integration. - Supply all data to be imported in ServiceNow-supported format.
Deliver	ServiceNow Responsibilities:

	- Provide up to twenty-four (24) hours to assist with user testing support, defect remediation, go-live planning support, and knowledge transfer. Customer Responsibilities: - Coordinate and conduct user testing of prioritized User Stories within the agreed upon timeframe established in the Initiate Phase. - Install plugins and apply update sets provided by ServiceNow into other non-production and production environments. - Engage with ServiceNow to complete remediation activities during user testing. - Plan for and execute production deployment and go-live activities.
Close	ServiceNow Responsibilities: - Provide up to eight (8) hours of post go-live support. - Conduct a closeout meeting. Customer Responsibilities: - Engage with ServiceNow to complete remediation activities during post go-live support. - Participate in the closeout meeting.

HealthScan

In the event that ServiceNow utilizes its instance scanning technology ("HealthScan") to provide the Services hereunder, Customer agrees that, notwithstanding anything else to the contrary in the Agreement or an ordering document, ServiceNow may run HealthScan on Customer's instance(s) as specified herein and transfer certain Customer Data necessary for the performance of this Service to a centralized ServiceNow instance that may be hosted in a jurisdiction outside of Customer's originating data center hosting location. Notwithstanding the foregoing, Customer Data hosted on an instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary.

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.
Business Process Consultant	Facilitate the definition and alignment of current processes toward improvement and recommended ServiceNow leading practices together with Customer process owners, key

	Customer sponsors and stakeholders. Advise the Product Owner(s) throughout the Services in story creation and refinement, ranking, adherence to the desired process outcomes, and future roadmap plans.
Technical Consultant	Provide technical guidance during workshops and assist in the creation and refinement of stories. Configures the Subscription Service during sprints while sharing knowledge and ServiceNow leading practices with Platform Administrators.

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.
Business Analyst	Work with key project stakeholders to capture business and user requirements as stories. The Business Analyst also works with the Platform System Administrators to ensure stories are understood, developed, tested, and delivered to specification.
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 System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the Subscription Service.
Process Owner(s)	Correct and complete definition of each of the processes implemented within the Subscription Service.
Product Owner(s)	Ensuring that the Product Backlog is defined with stories, visible, transparent, and clear to all, and shows what the Services Team will work on next. The Product Owner will also demonstrate the configured functionality to Customer's stakeholders at the end of each Sprint.
Subject Matter Experts (SME)	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.
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 Resources 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.
Technical Resource(s)	Assisting with the development of the ServiceNow application and integrations. The Technical Resources should also possess ITIL and JavaScript expertise as well as web Services and xml experience as applicable, to support the scope of the Services.
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 instances for the purpose of providing the Services during the period of performance.
- Customer production environment is cloned to a sub-production instance.
- Customer instance is on the latest product release or N-1.
- Customer's instances have the relevant applications installed and configured.
- Customer has an active product subscription that includes the AI Control Tower entitlement for management of ServiceNow AI assets, together with an active assist allocation, and maintains that subscription for the duration of the Services.

Additional Services Specifications and Requirements

- ServiceNow will perform the Services solely on the provided customer sub-production instance(s).
- 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.
- Customer authorizes ServiceNow's use of artificial intelligence tooling and discovery tools (including AI agent tools and process mining) on customer information, as necessary to perform the Services. Customer agrees to use the Engage Central instance designated by ServiceNow as one tool that will be used by ServiceNow for project management to accelerate the delivery of the Services. Engage Central is a centralized ServiceNow-based project execution platform leveraging agentic tools where ServiceNow employees and Customer can collaborate. Customer's use of Engage Central may require Customer to cooperate with ServiceNow to transmit data to an internal ServiceNow instance which may be hosted in a different Data Center Region from Customer's originating ServiceNow instance. Any data transmitted to Engage Central will not constitute Customer Data (as defined in the Ordering Agreement) but will be subject to any confidentiality terms agreed to between ServiceNow and Customer. Information shared with ServiceNow on the Engage Central instance may be used to improve ServiceNow Subscription Services and other offerings.

- 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.

Exclusions

- This Packaged Service is not available to a Customer hosted in ServiceNow's Protected Platform datacenters or a similar regulated environment, 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.
- Customers who have already started their AICT implementation.
- Sprints and/or other discussion topics are limited to the Packaged Services.
- Conversion and import of historical data.
- Changes to Customer or third-party systems.
- Data modification, normalization, formatting, or alteration.

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.