

Configuration Review Professional

Overview

The ServiceNow Configuration Review Professional assesses configurations within a customer's ServiceNow subproduction instance to identify the impact of such configurations.

ServiceNow HealthScan is a tool that helps customers better understand and improve their instance health. Built on ServiceNow best practices, ServiceNow HealthScan scans the customer's ServiceNow subproduction instance and provides data points on manageability, user experience, and upgradability with the ability to obtain details down to a particular product within the ServiceNow instance. The Configuration Review will be performed by a ServiceNow Remote Services Consultant who has obtained ServiceNow Certified System Administration and Certified Implementation Specialist certifications and the ServiceNow Configuration Review accreditation.

Package Description

Configuration Review Professional is a platform review and not application-specific.

Services Delivered
Automated technical best practices scan of the configurations in the Customer's ServiceNow subproduction instance
1.5 hour webinar overview of the Configuration Review findings and recommendations report with a ServiceNow Remote Services Consultant

ServiceNow Configuration Review Professional Activities

Below is a description of the ServiceNow Configuration Review Professional activities and related review report:

Description	Review Report includes
Review of the customer's configurations in the customer's subproduction instance of ServiceNow to identify the impact on coding standard, manageability, user experience and upgradeability	<ul style="list-style-type: none"> List of specific findings ServiceNow instance status overview on manageability, user experience, and upgradeability Findings and recommendations for the customer's ServiceNow subproduction instance

Packaged Service Exclusions

Configuration Review Professional is available in English only and not available to (i) Customers not hosted in a ServiceNow data center; (ii) Customers requiring security clearance; (iii) Customers operating a domain-separated environment, or (iv) Customers hosted in ServiceNow's FedRAMP datacenter.

Note that reviews of design, process, strategy, governance and pre-production testing are excluded. Implementation of any recommended activities resulting from Configuration Review Professional, such as any findings or recommendations in the Review Report are excluded.

ServiceNow-Provided Resource

ServiceNow will provide the following resource for the Packaged Service:

ServiceNow Resource	Responsibilities
ServiceNow Remote Services Consultant	Initiate the Automated technical best practices scan and deliver webinar overview of the Configuration Review findings and recommendation report.

ServiceNow may at any time engage a third-party subcontractor to fulfill all or part of ServiceNow's obligations hereunder and the customer acknowledges that such third-party subcontractor may process Customer Data in order to provide the Packaged Services hereunder. ServiceNow is solely responsible for the acts or omissions of subcontractors. ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the customer's account.

Customer Provided Resources

Customer will provide minimally required roles for the engagement. The same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
Project Manager	Responsible for the project, meet with the ServiceNow Remote Services Consultant, provide access to the required resources, and drive the actions from the review.
Systems Developer(s)	Responsible for development activities on the ServiceNow platform. Meet with the ServiceNow Remote Services Consultant and provide feedback on challenges and pain points to the ServiceNow environment.
System Administrator(s)	Responsible for maintenance and configuration of the ServiceNow platform. Meet with the ServiceNow Remote Services Consultant and provide feedback on challenges and pain points of the ServiceNow environment.
Service Owner	Responsible for overall ownership and day-to-day activities of the ServiceNow instance. Meet with the ServiceNow Remote Services Consultant and provide feedback on challenges and pain points of the ServiceNow environment.

Prerequisites

After the order is placed and before ServiceNow can begin the review, the customer must complete the following pre- requisite tasks:

- Customer shall identify up to two designated resources, who have attended the ServiceNow Administrator training or act as service owner in charge of managing the instance (where such training must be purchased separately). Both resources must have access to the ServiceNow customer support system ("HI Portal").
- Customer ServiceNow production environment is cloned to a subproduction instance. ServiceNow performs the Configuration Review on the subproduction instance.
 - o Note: ServiceNow does not perform Configuration Reviews on production instances, to avoid issues related to the integrity and availability of the customer's production data.
- Customer has provided remote admin access to the ServiceNow delivery consultants to the customer's ServiceNow subproduction instances.
- Customer selects the target subproduction instance to run HealthScan in the ServiceNow customer support system ("HI Portal").
- Configuration Review Professional is intended for customers with less than 5000 employees.

Travel & Expense

All services provided under this Packaged Service will be delivered remotely.

General

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.

LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in this Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Services in conformance with these warranty requirements or shall terminate the affected Services and refund to Customer any amounts paid, if any, for the non-conforming Services. This Section sets forth Customer's exclusive rights and remedies (and ServiceNow's sole liability) in connection with this warranty.

DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SERVICE DESCRIPTION, THE SERVICES PROVIDED HEREUNDER AND ANY ACCOMPANYING DELIVERABLE ARE PROVIDED "AS-IS" WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND AND, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SERVICES AND ANY ACCOMPANYING DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR.

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(3) CUSTOMER'S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER OR TAXES APPLIED THERETO.

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Packaged Service Terms and Conditions

To the extent purchasing directly from ServiceNow, Customer agrees to pay the total fee amount on the related Order Form. ServiceNow will provide the Packaged Services as described herein limited to those ordered on the ordering document: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the underlying master agreement executed by the parties, if any, or the terms and conditions in Customer's initial Order Form for the Subscription Term, if no underlying master agreement exists ("Agreement"); or (ii) if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), on the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <https://www.servicenow.com/upgrade-schedules.html>. 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 SET FORTH HEREIN, AND ARE NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED MUST BE CONSUMED WITHIN 1 YEAR FROM THE ENGAGEMENT START 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.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR AN ORDERING DOCUMENT, SOLELY TO THE EXTENT NECESSARY TO PROVIDE ANY HEALTHSCAN SERVICES TO CUSTOMER (AS APPLICABLE), CUSTOMER ACKNOWLEDGES THAT SERVICENOW MAY AGGREGATE AND TRANSFER CERTAIN CUSTOMER DATA, WHICH MAY CONTAIN CERTAIN PERSONAL DATA, NECESSARY FOR THE PERFORMANCE OF HEALTHSCAN FROM CUSTOMER'S INSTANCE OF THE SUBSCRIPTION SERVICE TO A CENTRALIZED SERVICENOW INSTANCE, WHICH MAY BE HOSTED IN A JURISDICTION OUTSIDE OF CUSTOMER'S ORIGINATING DATA CENTER HOSTING LOCATION. SUCH CENTRALIZED INSTANCE SHALL BE SUBJECT TO ALL DATA PROCESSING AND DATA SECURITY OBLIGATIONS THAT ARE APPLICABLE TO CUSTOMER'S PRODUCTION INSTANCES OF THE SUBSCRIPTION SERVICE AS SET FORTH IN THE AGREEMENT.