

Configuration Review Professional

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 Services	Packaged Services Description
Through use of ServiceNow's HealthScan tool, this Packaged Service consists of reviewing Customer's configurations in Customer's sub-production instance of ServiceNow to identify the impact on coding standard, manageability, user experience and upgradeability.	<ul style="list-style-type: none"> ServiceNow will run a Healthscan of the configurations in the Customer's ServiceNow sub-production instance List of specific findings ServiceNow instance status overview on manageability, user experience, and upgradeability 1.5 hour overview of findings and recommendations for the Customer's ServiceNow sub-production instance

HealthScan

In the event this Packaged Service utilizes ServiceNow's instance scanning technology (“HealthScan”) to provide the Packaged 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 cloned instance, where applicable, or other Customer instance as specified herein and transfer certain Customer Data, which may contain certain personal data, necessary for the performance of this Packaged Service to a centralized ServiceNow instance that may be hosted in a jurisdiction outside of Customer's originating data center hosting location. Any data transferred to a centralized instance will be deleted in accordance with ServiceNow's internal policies and procedures. Notwithstanding the foregoing, Customer Data hosted on a Source Instance in the Government Community Cloud shall not be transferred outside the Government Community Cloud boundary.

ServiceNow Provided Resources

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

ServiceNow Resource	Responsibilities
ServiceNow Remote Services Consultant	Initiate the HealthScan and deliver overview of the configuration review findings and recommendation report.

ServiceNow may replace or re-assign its personnel during the engagement 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 the following resources throughout the duration of 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

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

- Customer grants ServiceNow resources access to Customer's instances for the purposes of providing the Services during the period of performance.
- Customer provides ServiceNow with the required resources to deliver the Services and ensures active participation from Customer personnel in a timely manner.
- Customer shall identify at least one (1) designated resource, who have attended the ServiceNow Administrator training (such training is available for separate purchase). Both resources must have access to the ServiceNow Customer support system ("HI Portal").

- Customer ServiceNow production environment is cloned to a sub-production instance. ServiceNow performs the configuration review on the sub-production instance.
- Customer has provided remote admin access to the ServiceNow delivery consultants to the Customer's ServiceNow sub-production instances.
- Customer selects the target sub-production 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 & Expenses

Except as otherwise specified, ServiceNow will provide the Services remotely. In the event that ServiceNow personnel are required to travel in support of the Packaged 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.

Additional Services Specifications and Requirements

- 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 mobilisation plan and composition of the full Engagement 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.
- Configuration Review Professional Services shall be deemed completed by Customer with no further obligation by ServiceNow upon Customer receiving Services delivered or twelve (12) months from the Start Date, whichever occurs first.

Exclusions

- This Packaged Service is not available to:
 - Customers hosted in ServiceNow's FedRAMP datacenter
 - Customers in a self-hosted environment
 - Managed service providers (except for their internal use)
 - Customers not hosted in a ServiceNow data center
 - Customers requiring security clearance
 - Customers operating a domain-separated environment
- 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.
- Configuration Review Professional is a platform review and not application specific; the latter is excluded.

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.

Customer agrees to pay the total fee amount on the related order form if purchasing directly from ServiceNow. If Customer is purchasing the Packaged Services directly from ServiceNow, ServiceNow will provide the Packaged 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"). If Customer is purchasing the Packaged Services from a ServiceNow authorized reseller ("Reseller"), the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <http://www.servicenow.com/upgrade-schedules.html> shall govern the Packaged Services. 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.

