Event Management Accelerated 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”):

This Packaged Service is available in three package sizes, which align to the number of monitoring tools deployed in Customer’s production environment on which Event Management is deployed. The purchased package size will be specified on the applicable ordering document. The package sizes are:

- **Small** – includes configuration for up to three monitoring sources. One of the monitoring sources may be a Simple Network Management Protocol (SNMP) source.
- **Medium** – includes configuration for up to six monitoring sources. Up to three of the monitoring sources may be SNMP.
- **Large** – includes configuration for up to ten monitoring sources. Up to six of the monitoring sources may be SNMP.

If more than six monitoring sources are SNMP, or if there are more than ten monitoring sources to connect, then a custom-scoped implementation under a separately signed Statement of Work (SOW) is required.

<table>
<thead>
<tr>
<th>Packaged Services</th>
<th>Packaged Services Description</th>
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</thead>
</table>
| Event Management Implementation | Remote sessions to aid Customer’s Event Management administrators in the installation, configuration and ongoing maintenance of Event Management. Service consists of:  
  - Configuration of the ServiceNow MID server(s) on Customer provided hardware, where connectors are available.  
  - Guidance to assist Customer in Customer’s creation of a working integration where connectors are not available.  
  - Configuration of in-scoped, out-of-the-box (OOTB) connectors to external monitoring sources.  
  - Configuration of event rules (transform, ignore, threshold), with guidance from Customer.  
  - Configuration of existing configuration items (CIs) from the configuration management database (CMDB) to be linked to any Event Management alerts, with guidance from Customer.  
  - Configuration of alert rules and groups with guidance from Customer consisting of:  
    - Deduplication, filtering, enrichment and correlation |
Notifications
- Task creation
- Assistance in the design, creation and configuration of reports and dashboards

Knowledge Transfer
Conduct a knowledge transfer session with Customer-provided resources specified herein.
Guidance in:
- MID server management for Event Management
- Troubleshooting
- Process guidance including outlining daily activities to maintain Event Management, including checking logs and monitoring activity.

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:

<table>
<thead>
<tr>
<th>ServiceNow Resource</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services Consultant</td>
<td>Deliver the specified Services and/or workshops from ServiceNow</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Customer Resource</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td>Responsible for the project; meets regularly with the ServiceNow consultant; agrees to the schedule and drives the actions.</td>
</tr>
<tr>
<td>Process Owner(s)</td>
<td>Subject Matter Experts responsible for the correct and complete definition of each of the processes implemented within the ServiceNow platform</td>
</tr>
<tr>
<td>System Administrators</td>
<td>At least two (2) Customer system administrators with ServiceNow administrator training or equivalent experience must be available throughout the duration of the project.</td>
</tr>
<tr>
<td>Monitoring Team Lead</td>
<td>Responsible for overall strategy and direction of Customer’s monitoring tools and directs Customer monitoring SMEs. Has decision making authority with regards to monitoring tools and systems</td>
</tr>
<tr>
<td>Monitoring Team / Event Management Administrator</td>
<td>Responsible for the day-to-day operational maintenance of the monitoring tools to be integrated to ServiceNow Event Management. May be required to create integration to ServiceNow REST API if no OOTB (pull) connector available for the monitoring tool.</td>
</tr>
</tbody>
</table>

**Prerequisites**

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

- 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.
- ServiceNow platform implementation has been completed or is being completed in parallel.
- Integrations with Customer’s monitoring tools established, with guidance from ServiceNow.
- Logical IP access to MID Server host(s) with relevant TCP/IP access to targets configured.
- Customer has provisioned the required credentials to target systems and devices and inputted those credentials into ServiceNow credential management.
• Existing non-production ServiceNow instance on which to execute the install, feature enablement, and/or testing activities established.
• Customer has purchased the necessary subscriptions for the required ServiceNow components for the defined scope.
• Customer personnel assumes responsibility for developing and executing a User Acceptance Test (UAT) plan(s), migration to production and post implementation support.
• Customer’s technical personnel will shadow, or participate as appropriate, ServiceNow personnel while the in-scope configuration is performed.
• Customer’s ServiceNow administrator completes the separately available ServiceNow Event Management Fundamentals training course prior to engagement start, which not included with purchase of Packaged Service.

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.

Exclusions
• This Packaged Service is not available to a customer hosted in ServiceNow’s Protected Platform datacenters or a similar regulated environment.
• ServiceNow base platform implementation.
• Creation of custom pull connectors.

### 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.**