Health Assessment - Advanced

Scope of Impact Accelerator Description

ServiceNow will remotely perform the following activities detailed in the table below (collectively, the "**Impact Accelerator Activities**"):

Impact Accelerator Activities	Impact Accelerator Activity Description
Through use of ServiceNow's HealthScan tool, this Impact Accelerator 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.	• Provide a 1 hour introductory customer session to set expectations on process and depth of deliverable • Provide a 1 hour discovery customer session to understand customer pain points and desired focus areas for the Health Assessment • Run a HealthScan of the configurations in the Customer's ServiceNow sub-production instance • Provide a list of specific findings • Provide a ServiceNow instance status overview on manageability, user experience, and upgradeability • Provide a 1.5 hour overview of findings and recommendations for the Customer's ServiceNow sub-production instance

HealthScan

In the event that ServiceNow utilizes its instance scanning technology ("HealthScan") to provide an Impact Accelerator 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 the Impact Accelerator 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 remote resources in connection with the delivery of the Impact Accelerator:

ServiceNow Resource	Responsibilities
ServiceNow Impact Accelerator Consultant	Initiate the HealthScan and deliver overview of the findings and recommendation report.

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
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Enterprise Architect(s)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s)	Writes code for the ServiceNow platform.

Prerequisites

Before ServiceNow can begin the Impact Accelerator Activities, 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 Impact Accelerator during the period of performance.
- Customer provides ServiceNow with the required resources to deliver the Impact Accelerator Activities and ensures active participation from Customer personnel in a timely manner.
- Customer shall identify at least one designated resource, who has successfully completed the ServiceNow Administrator training on Now Learning. The resource must have access to the ServiceNow customer support system ("Now Support") and the Impact Digital Experience.
- Customer selects the target sub-production instance to run HealthScan in the Impact Digital Experience.
- Customer clones their ServiceNow production environment to a sub-production instance. ServiceNow performs the HealthScan on the sub-production instance.

Additional Specifications and Requirements

- ServiceNow is in the business of providing service management applications and other applications on the ServiceNow platform and providing general guidance to customers drawing upon the knowledge, understanding and expertise ServiceNow has gained in the course of working with many other Customers. Nothing in this Impact Accelerator 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.
- ServiceNow will use commercially reasonable efforts to confirm the mobilization plan and composition of the full Impact Squad (as applicable) with Customer within four (4) weeks from the date the parties mutually agreed to commence delivery of the Impact Accelerator.
- The Impact Team shall be scheduled based on resource availability.

Exclusions

- This Impact Accelerator is not available to:
  - Managed service providers (except for their internal use).
  - Customers requiring security clearance.
  - Customers operating a domain-separated environment.
- Certain Impact Accelerator Activities may be limited or unavailable for customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.
- Certain Impact Accelerator Activities will not be available to customers not hosted in a ServiceNow data center.
- Certain Impact Accelerator Activities will not be available to Customers that will not allow execution of HealthScan on their instance.
- Note that reviews of design, process, strategy, governance and pre-production testing are excluded. Implementation of any recommended activities resulting from Health Assessment, such as any findings or recommendations in the Review Report are excluded.
- Health Assessment is a platform wide review and not application specific; the latter is excluded.