

Jumpstart Your App Engine

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
Instance Cloning	Customer will identify two of its ServiceNow instances – one production and one sub-production – to serve as the Source Instances (as defined below) for ServiceNow to create the Temporary Instances (as defined below).
Activate Plugins	ServiceNow will activate App Engine Studio and related tools.
Instance Configuration	ServiceNow will configure a dev/prod setup via the temporary instance(s) to demonstrate a working pipeline.
Coaching Session	<p>ServiceNow will remotely deliver up to a ninety-minute coaching session and guided tour of the Temporary Instances with App Engine Studio and related tools enabled and configured.</p> <ul style="list-style-type: none"> • Intro to Citizen Development and App Engine Studio • App Engine Studio demo • App Engine Management Center demo • Review of App Engine technical overview • Review of App Engine Management Center governance • Leading practice recommendations
Customer Access	Customer-designated resources will be granted access to the Temporary Instances for the timeframe detailed in this Description. The Temporary Instances will be hosted in the same ServiceNow data center region as the Source Instance.
Resources	<p>ServiceNow will share App Engine resources and discuss how the Customer can adapt for an implementation of the product.</p> <p>For up to thirty (30) days after the coaching session, ServiceNow will work with Customer to address Customer's follow-up questions concerning the ServiceNow results.</p>

Temporary Instance

Notwithstanding anything to the contrary herein, in the Agreement or an ordering document and only to the extent necessary to provide the Impact Accelerator Activities herein, Customer instructs ServiceNow to and expressly agrees that ServiceNow will clone Customer’s selected instance of the ServiceNow platform (“Source Instance”), including any configurations and customizations thereon and data therein (“Temporary Instance”) to provide the Impact Accelerator Activities set forth herein. Thirty (30) days following completion of the Activities, Customer’s access to the Temporary Instance will be terminated and the Temporary Instance will be deleted in accordance with ServiceNow’s internal policies and procedures. ServiceNow agrees to implement reasonable technical and organizational measures to protect data processed within the Temporary Instance, and Customer expressly agrees that the foregoing commitment to implement reasonable technical and organizational measures and delete the Temporary Instance in accordance with ServiceNow’s internal policies and procedures replaces and supersedes all terms related to data regarding the Temporary Instance in the existing agreement, including security and deletion terms.

ServiceNow Provided Resources

ServiceNow will provide the following remote resources in connection with the delivery of the Impact Accelerator Activities:

ServiceNow Resource	Responsibilities
Impact Accelerator Consultant	Remotely deliver the specified Impact Accelerator Activities

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 - Required	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.
System Administrator(s) - Recommended	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) - Recommended	Writes code for the ServiceNow platform.
Subject Matter Expert(s) - Recommended	Non-developers with strong knowledge of processes who are a candidate for Citizen Development.

Prerequisites

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

- To the extent a Temporary Instance is created as necessary to provide the Impact Accelerator herein, Customer shall grant 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 resources must have access to the Impact Digital Experience.
- To the extent a Temporary Instance is created as necessary to provide the Impact Accelerator herein, the instance to be cloned as a Temporary Instance must either be the Customer's production instance or a non-production instance that reflects the current version of the production instance.
- To the extent a Temporary Instance is created as necessary to provide the Impact Accelerator herein, the Temporary Instance may be upgraded by ServiceNow to the then latest family release of ServiceNow prior to the commencement of the Impact Accelerator Activities in order to enable ServiceNow to demonstrate the applicable App Engine Studio capabilities included as part of this Impact Accelerator.

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 Activities.

- 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).
- 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.
- Customer instance sub-production and production upgrade – upgrade is applied to Temporary Instance only.
- Customer is responsible for obtaining appropriate use rights and subscriptions for App Engine utilized as part of this Impact Accelerator.
- App Engine is applied only to the Temporary Instances for temporary access period specified in this Description. For the avoidance of doubt, implementation of App Engine within Customer sub-production and production instances is excluded.
- Troubleshooting or resolution of findings.
- ServiceNow platform implementation or configuration.
- Customers requiring security clearance.
- Customers operating a domain-separated environment.
- Certain Impact Accelerator Activities will not be available to customers that will not allow cloning of their instance for creation of a Temporary Instance.
- Certain Impact Accelerator Activities will not be available to customers not hosted in a ServiceNow data center.