

# Jumpstart Your Virtual Agent

## 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	<p>Customer will identify one of its ServiceNow instances to serve as the Source Instance (as defined below) for ServiceNow to create the Temporary Instance (as defined below).</p> <p>The Temporary Instance will have the ITSM Virtual Agent products applied for demonstration purposes to Customer.</p>
Upgrade and Install Plugins	<p>If applicable, ServiceNow will upgrade the Temporary Instance to the then latest ServiceNow family release and enable the ITSM Virtual Agent plugins on the Temporary Instance.</p>
Activate Topics	<p>ServiceNow will activate out of the box ITSM Virtual Agent conversation topics with Natural Language Understanding (NLU), to provide as examples during coaching session on the Temporary Instance.</p>
ITSM Virtual Agent Findings	<p>ServiceNow will demonstrate Virtual Agent topic recommendations and related tools during coaching session.</p>
Coaching Session	<p>ServiceNow will remotely deliver a two-hour coaching session and guided tour of the Temporary Instance with ITSM Virtual Agent plugins enabled and relevant activated topics.</p> <ul style="list-style-type: none"> <li>• ITSM Virtual Agent demo and associated dashboard</li> <li>• ITSM Virtual Agent findings</li> </ul> <p>ServiceNow will provide Customer with a preview of what Customer's instance looks like utilizing ServiceNow's then current ITSM Virtual Agent products by applying them to the Temporary Instance.</p>
Customer Access	<p>Customer-designated resources will be granted access to the Temporary Instance for the timeframe detailed in this Description. This Temporary Instance will be hosted in the same ServiceNow data center region as the Source Instance.</p>
ITSM Virtual Agent Resources	<p>ServiceNow will share ITSM Virtual Agent resources and discuss how the Customer can adapt for an implementation of the Virtual Agent products.</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.
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**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:

<b>ServiceNow Resource</b>	<b>Responsibilities</b>
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:

<b>Customer Resource</b>	<b>Responsibilities</b>
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ITSM Virtual Agent Lead	Responsible for the project, meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
System Administrators	<ul style="list-style-type: none"> <li>• At least one (1) Customer ServiceNow system administrators must be available during the engagement to:               <ul style="list-style-type: none"> <li>○ work with the ServiceNow Impact Accelerator Consultant and provides input on the specific ITSM Virtual Agent challenges in relation to Customer's ServiceNow environment.</li> <li>○ If Customer chooses to implement Virtual Agent, Customer will make any recommended configuration changes in Customer's sub-production and production instances</li> </ul> </li> </ul>

**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.
- 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.
- Customer shall identify up to two designated resources, who have attended or be willing to attend prior to the commencement of Impact Accelerator Activities the Virtual Agent Fundamentals, Implementation, and Natural Language Understanding training available through Now learning. One resource will act as project manager in charge of managing ITSM Virtual Agent.
- Customer resources must have access to the ServiceNow customer support system ("Now Support") and the Impact Digital Experience.
- 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 Virtual Agent 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 ITSM-Pro utilized as part of this Impact Accelerator.
- ITSM-Pro Virtual Agent is applied only to Temporary Instance for temporary access period specified in this Description. For the avoidance of doubt, implementation of ITSM-Pro Virtual Agent 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.