

TuneUp Your CMDB

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
Initial CMDB Coaching Session	ServiceNow will remotely deliver a CMDB coaching session covering ServiceNow leading practices, review of specific metrics as they relate to the Customer's CMDB, with a focus on up to three ServiceNow-recommended areas of benefit.
Instance Cloning, Data Extraction and Customer Access	<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 Customer designated resources will be granted access to the Temporary Instance for the timeframe specified below. This Temporary Instance will be hosted in the same ServiceNow data center region as the Source Instance.</p> <p>The Temporary Instance will be used to (a) perform the assessment detailed in this Description and extract relevant data to a centralized ServiceNow instance to conduct an analysis using ServiceNow's HealthScan tool and apply the ServiceNow recommended CMDB changes, and (b) in order to demonstrate to Customer the instance findings associated with ServiceNow's recommended changes discussed during the Initial CMDB Coaching Session.</p>
CMDB Configuration Changes	ServiceNow will apply the recommended changes discussed with the Customer during the Initial CMDB Coaching Session to the Temporary Instance.
CMDB Review Session	ServiceNow will review with the Customer the configuration changes made to the Temporary Instance.
Handover	ServiceNow will provide the Customer with the suggested configuration changes discussed during the Initial CMDB Coaching Session and CMDB Review Session.

	For up to thirty (30) days post the Initial CMDB Coaching session, ServiceNow will work with Customer to address Customer's follow-up questions concerning the ServiceNow results.
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HealthScan and Temporary Instance

Notwithstanding anything else to the contrary in the Agreement or an ordering document and only to the extent necessary to provide the Impact Accelerator 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 set forth herein. 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 protection regarding the Temporary Instance in the existing agreement, including security and deletion terms.

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 Activities:

ServiceNow Resource	Responsibilities
Impact Accelerator Consultant	Deliver the specified Impact Accelerator Activities from ServiceNow

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
CMDB Lead / Configuration Manager	Responsible for the project, meets with ServiceNow, provides access to the required resources, and drives the Customer actions in connection with the engagement.
System Administrators	<p>Up to two (2) Customer ServiceNow system administrators must be available during the engagement to:</p> <ul style="list-style-type: none"> • work with ServiceNow and provide input on the recommended CMDB configuration in relation to Customer's instance(s), and • make any recommended CMDB changes in Customer's sub-production and production instances, which the Customer agrees to implement.

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 shall identify up to two designated resources, who have successfully completed the ServiceNow Administrator training on Now Learning. Both 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 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. Instance must be hosted in a ServiceNow data center.

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 mobilisation 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 that will not allow cloning of their instance for creation of a Temporary Instance.
- Certain Impact Accelerator Activities will not be available to customers that will not allow execution of HealthScan on their instance.
- Certain Impact Accelerator Activities will not be available to customers not hosted in a ServiceNow data center.
- Application of recommended changes or other configuration changes within the Customer's sub-production or production instances.
- Analysis, configuration, or troubleshooting of data population or other integrations or discovery tools, including ServiceNow Discovery and Service Mapping.
- The Impact Accelerator does not cover review of the CMDB, in whole or in part, beyond the up to and not to exceed three ServiceNow-recommended areas detailed above.