

IT Business Management (ITBM) Best Practice Workshops

Overview

The ServiceNow ITBM Best Practice Process Workshops help to align the customer's IT business management needs to ServiceNow's core applications based on the collective implementation experience from a number of delivery resources and engagements. Customers may purchase any or all of the workshops listed below at any time but ServiceNow encourages customers to conduct the applicable workshop prior to planning and before starting work on any deployments of the specific ServiceNow application.

A list of the available workshops and their duration is provided below. The customer and ServiceNow shall agree on the date(s) for the delivery of the purchased workshop(s).

Available ITBM Best Practice Workshops	Duration (Days)
Project & Portfolio Management (PPM) Best Practices	2
Service Asset & Configuration Management (SACM) Best Practices	3

Package Description

Each purchased ITBM Best Practice Workshop is defined to achieve the following goals for the applicable application. Workshops are facilitated interactive discussions led by a Professional Services Consultant to:

- Understand the legacy toolset(s) & the ServiceNow solution,
- Uncover the business drivers behind the initiative,
- Identify macro outcomes required to consider an implementation a success,
- Agree on an actionable roadmap & adoption plan, and
- Define the necessary sponsors of change to overcome inhibitors to success.

A series of presentations guide the customer through engaging conversations about ServiceNow's capabilities and describes how the professional services organization has seen the target application implemented in a wide range of industries, customer sizes, and any number of relevant frameworks that have evolved over time.

The following table outlines the deliverables related to the execution of this workshop:

Deliverables	Description
In-Scope Modules & Module Learning Links	<ul style="list-style-type: none"> Lists all application modules, which are in scope and out of scope for the implementation project(s) planning phase, and relevant learning assets.
Environment & Self Exploration Use Cases	<ul style="list-style-type: none"> Identifies application exploration environment and outlines two or three of the most common use cases by module to assist new users with self-exploration of the application.
Success Criteria & Delivery Roadmap	<ul style="list-style-type: none"> Summarizes success criteria for each in-scope module & outlines an implementation/delivery roadmap that guides project(s) planning & phasing.
Information Blindspots & Challenges Summary	<ul style="list-style-type: none"> Captures and communicates current information gaps and the challenges preventing those gaps from being filled.
Controls in Need of Sponsors & Adoption Objectives	<ul style="list-style-type: none"> Communicates to customer management the needed sponsorship to overcome challenges & drive the stated adoption objectives.

ServiceNow Provided Resources

ServiceNow will provide the following resources for the engagement.

ServiceNow Resource	Responsibilities
Professional Services Consultants	<ul style="list-style-type: none"> Will deliver the services as described in this document

ServiceNow may at any time engage a third-party subcontractor to fulfill all or part of ServiceNow’s obligations hereunder and the customer acknowledges that such third-party subcontractor may process Customer Data in order to provide the Packaged Services hereunder. Customer shall be solely responsible for granting ServiceNow and subcontractor personnel access to Customer’s instance(s) of the Subscription Service. ServiceNow is solely responsible for the acts or omissions of subcontractors. ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the customer’s account. ServiceNow may engage its own ServiceNow Professional Services employees from its global services resources in completion of these Packaged Services.

Customer Provided Resources

Customer will provide the following resources for the engagement. The same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
ServiceNow System Administrator	<ul style="list-style-type: none"> • Has completed the ServiceNow certified systems administrator training & is familiar with the customer's current implementation • Owns or has access to the platform owner & the ability to broker required system configuration changes
Functional/Process Owners	<ul style="list-style-type: none"> • Possesses the knowledge or access to resources that can approve process change recommendations & assess solution insights

Package Exclusions

- Any meeting logistics or facility provisioning other than date/time scheduling.
- Any legacy toolset functionality or historical data analysis beyond demo observation.
- Any written client-specific requirements, stories, or configuration recommendations.
- Any deliverable not expressly defined above and/or based on pre-defined templates.
- Any travel expenses related to ServiceNow and/or customer personnel.

Travel & Expense

All reasonable travel, meals, and living expenses for ServiceNow personnel who travel in support of the Packaged Services shall be billable at cost and all such expenses shall be borne solely by the customer.

General

ServiceNow is in the business of providing IT 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.

LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in this Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Services in conformance with these warranty requirements or shall terminate the affected Services and refund to Customer any amounts paid for the non-conforming Services. This Section sets forth Customer's exclusive rights and remedies (and ServiceNow's sole liability) in connection with this warranty.

DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SERVICE DESCRIPTION, THE SERVICES PROVIDED HEREUNDER AND ANY ACCOMPANYING DELIVERABLE ARE PROVIDED "AS-IS" WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND AND, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SERVICES AND ANY ACCOMPANYING DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR.

LIMITATIONS OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THIS SERVICE DESCRIPTION OR THE SERVICES PROVIDED HEREUNDER WHETHER BY CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; AND

(3) CUSTOMER'S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER OR TAXES APPLIED THERETO.

EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION, EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

Packaged Service Terms and Conditions

Customer agrees to pay the total fee amount on the related Order Form. ServiceNow will provide the Packaged Services as described herein limited to those ordered on the Order Form: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the underlying master agreement executed by the parties, if any ("Agreement"); or (ii) if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), on 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/schedules.do>. 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.