

Now Assist Outcomes Assessment

Scope of Service Description

ServiceNow consultants will work with Customer subject matter experts to perform the following services and activities detailed in the table below (collectively, the **"Packaged Services"** or **"Services"**):

Packaged Service	Packaged Service Description
Initiate	<ul style="list-style-type: none"> ServiceNow will make initial contact with the Customer project sponsor to review the agenda, timing, and Customer resources needed. Interview the Customer subject on Now Assist.
Review and Assess	<ul style="list-style-type: none"> Review configurations in a recent clone of the Customer's production instance of ServiceNow to identify opportunities that would enhance the value of adopting Now Assist relevant to the Customer's deployed applications. Capture and document details and recommendations after evaluating the following: <ul style="list-style-type: none"> Technical best practice review of the Customer's configurations in the sub-production instance. Diagnostics of areas that impact the effectiveness of the Now Assist skills in scope as they relate to product requirements.
Findings	<ul style="list-style-type: none"> Provide up to two (2) hours for review of the Now Assist Outcomes Assessment for the identified sub-production instance. Provide an approach on Now Assist adoption based on the findings.
Deliverables	
Now Assist Outcomes Assessment	<p>The Now Assist Outcomes Assessment may include findings from interviews with Customer personnel, including key individuals and end users, and their observations of the ServiceNow applications.</p> <p>The Now Assist Outcomes Assessment will be in Microsoft PowerPoint format and contain the following topics:</p> <ul style="list-style-type: none"> Summary Approach Results

	<ul style="list-style-type: none">• Recommendations• Roadmap <p>Note: Additional activities for implementing any recommendations are not included in the Now Assist Outcomes Assessment.</p>
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HealthScan

In the event that ServiceNow utilizes its instance scanning technology ("HealthScan") to provide the Services 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 this Service 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 Services:

ServiceNow Resource	Responsibilities
ServiceNow Consultant	Provide technical guidance and configuration of the ServiceNow platform while sharing knowledge and ServiceNow best practices with Platform Administrators.

ServiceNow may replace or re-assign its personnel during the engagement upon notification to Customer. ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to Customer's account. ServiceNow may at any time engage any of its employees or a third-party subcontractor to fulfill all or part of ServiceNow's obligations under this Service Description and the Customer acknowledges that such employees or third-party subcontractor may process Customer Data (as defined in the Agreement) in order to provide the Packaged Services. Customer shall grant ServiceNow and subcontractor personnel access to Customer's instance(s) of the Subscription Service in order to perform the Packaged Services. ServiceNow is solely responsible for the acts or omissions of subcontractors to the same extent as if such acts and omissions were its own. ServiceNow is solely responsible for the payment of any compensation due or allegedly due to subcontractors, and subcontractors may not seek payment (either directly or indirectly) from Customer.

Customer Provided Resources

Customer will provide the following resources throughout the duration of the Service. The same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
Platform Owner	The Platform Owner is a senior leader who is responsible for the overall accountability of the ServiceNow platform. The Platform Owner

	provides leadership and oversight to the Platform Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Process Owner(s)	The Process Owners are responsible for the correct and complete definition of each of the processes implemented within the ServiceNow platform.
Product Owner(s)	The Product Owners are responsible for incorporating new capabilities, ensuring adoption the product, aligning use cases with business objectives, and managing stakeholder expectations.
Project Manager	The Project Manager is responsible for tracking and communicating project status, serving as an escalation point to resolve obstacles, and working to deliver project work on schedule and budget. The Project Manager works closely with the ServiceNow Engagement Manager and in coordination with all other involved resources to plan, manage, and deliver ServiceNow releases.
Subject Matter Experts (SME)	The SME is responsible to work with ServiceNow to support the instance assessment. The role may comprise of both functional and technical experts. The SME will also possess in-depth functional and technical understanding of any necessary processes and functions.
System Administrator(s)	The System Administrator is responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for incidents related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features. The ServiceNow System Administrator has sound technical ability that enables the fulfilment of common configuration and maintenance tasks.

Prerequisites

Before ServiceNow can begin the Services, the following prerequisite tasks must be completed:

- Customer ServiceNow production environment is cloned to a sub-production instance. ServiceNow performs the Now Assist Outcomes Assessment on the sub-production instance.
Note: ServiceNow does not perform Outcomes Assessments on production instances, to avoid issues related to the integrity and availability of the Customer's production data.
- Customer has completed the Now Assist Outcomes Assessment questionnaire.

Travel & Expenses

Except as otherwise specified, ServiceNow will provide the Services remotely. In the event that ServiceNow and Customer agree that travel is required in support of the Services, all reasonable travel, meals, and living expenses for ServiceNow personnel shall be billed to Customer at ServiceNow's actual expenses. Customer agrees to pay all such travel and other expenses in accordance with the payment terms specified in the Agreement or, if not specified in the Agreement, as specified on the ordering document. For U.S. Public Sector customers, all travel

costs, including per diem and private auto mileage rates shall be in accordance with the Federal Travel Regulations (FTR).

Additional Services Specifications and Requirements

- Customer will provide remote admin access to the ServiceNow Consultant for the Customer's ServiceNow sub-production instances during the course of this Service. Within the sub-production Instance, ServiceNow personnel may be required to run scripts, enable specific plugins or applications that are necessary for the completion of the Now Assist Outcomes Assessment.
- Services and any resulting deliverables may include advice and recommendations from ServiceNow, but Customer agrees that all decisions in connection with the implementation of such advice and recommendations will be the sole responsibility of the Customer. Customer expressly acknowledges and agrees that any advice or recommendations provided by ServiceNow does not constitute legal advice and is not a representation regarding compliance with any law or regulation.
- ServiceNow will use commercially reasonable efforts to confirm the mobilization plan and composition of the full ServiceNow team with Customer within four (4) weeks from the date the parties mutually agreed to commence delivery of the Packaged Services.
- Unless otherwise specified by ServiceNow, the Services and any resulting deliverables will be in English.
- The ServiceNow personnel shall be scheduled based on resource availability.
- ServiceNow is not responsible for delays caused by Customer or any third party (excluding ServiceNow subcontractors).
- Customer is solely responsible for the performance of Customer's employees and agents, including any modification they make to the Services and any resulting deliverables, and for the accuracy and completeness of all data, materials and information provided to ServiceNow.
- The Services will be performed during a ServiceNow standard business day which is any eight (8) hour period between the hours of 8 a.m. and 6 p.m., Monday through Friday local time, excluding ServiceNow or public holidays.
- The Service is expected to be performed over two (2) consecutive weeks unless otherwise mutually agreed.

Exclusions

- This Packaged Service is not available to a Customer hosted in ServiceNow Protected Platform datacenters or a similar regulated environment, self-hosted environments, or to managed service providers (except for their internal use). For clarity, this Packaged Service is available to Customers hosted in ServiceNow's GCC and NSC DOD IL5 environments.
- Reviews of design, process, strategy, governance, and pre-production testing.
- Training services are not included in this Service.
- Any configuration within any of the Customer's ServiceNow instances.

Packaged Service Terms and Conditions

ServiceNow is in the business of providing 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.

To the extent Customer purchases directly from ServiceNow, Customer agrees to pay the fees as set forth on the related order form. ServiceNow will provide the Services pursuant to the terms and conditions on the order form and the underlying agreement executed by the parties (if any) or, in the absence thereof, pursuant to the Ordering Agreement incorporated by reference herein from <http://www.servicenow.com/upgrade-schedules.html> ("Agreement"). 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.