Project Portfolio Management (PPM) Accelerated Implementation

Overview
The ServiceNow Project Portfolio Management (PPM) Accelerated Implementation leverages a version of the ServiceNow Implementation Methodology (SIM) and professional services resources to enable customers to begin using and adopting PPM within their enterprise. The Accelerated Implementation will provide visibility into the customer’s projects and portfolios after a streamlined succession of workshops, diagnostics, verification, and knowledge transfer.

Package Description
The ServiceNow PPM Accelerated Implementation service offering provides ServiceNow best practice advice and guidance, while performing essential activities for installation and configuration of the Project Portfolio Management solution. The PPM application is a robust product comprised of numerous modules. This PPM Accelerated Implementation is designed to enable foundational modules, specifically Idea, Demand, Project and Portfolio Management (“in-scope modules”). ServiceNow personnel will work with customer subject matter experts to:

- Perform a joint review of the available pre-built update sets to determine functional value and facilitate their installation in the customer’s environment. Pre-built update sets include functionality related to: data load templates, an idea intake portal, dynamic demand task creation, project template auto select based on demand attributes, stage gate checklists & deliverables, and service transition checklist controls.
- Enable out-of-the-box security, forms, fields, validation, business rules, and/or workflows related to in scope modules via installation of plug-ins. Perform base data setup required to enable out-of-the-box functionality.
- Enable the out-of-the-box Idea functionality that facilitates a state-based (from draft, to submitted, to approved/rejected) processing of ideas submitted by the organization via the Self-service user interface (not via the Service Catalog).
- Enable the out-of-the-box Demand Management functionality that facilitates a state-based process to enrich demand definition by adding necessary detail, cost/benefit estimates, stakeholder assessments/input, and screening before an approve/defer/cancel decision is made.
- Enable the out-of-the-box Project Management functionality to provide access to the Project Management Institute project template and/or configure one additional project template (with up to five tasks/phases and up to ten sub-tasks/activities for each task).
- Enable the Portfolio Management functionality by configuring up to twenty portfolio records, each with target spend amounts, and enabling the association of demands/projects with each (projected portfolio spend amounts will come from basic total cost estimates not detailed cost or expense lines).
Package Implementation Activities

ServiceNow resources with the assistance of the identified customer resources will perform the following activities:

<table>
<thead>
<tr>
<th>Activities</th>
<th>Description</th>
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<tbody>
<tr>
<td>Kickoff Workshop</td>
<td>• Schedule the Kickoff Workshop&lt;br&gt;• Introduce the ServiceNow Consulting team responsible for delivering the engagement &amp; review customer roles/responsibilities.&lt;br&gt;• Provide an overview and demonstrate the current PPM pre-built update sets that are available&lt;br&gt;• Document deviations from known ServiceNow best practices and the customer’s desired end state</td>
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<tr>
<td>Install &amp; Test Modules</td>
<td>• Install customer-selected pre-built update sets from the Kickoff Workshop and perform any data setup required to enable use&lt;br&gt;• Complete a technical validation of the functionality added via update set to confirm installation, access, &amp; functionality&lt;br&gt;• Perform the bullet pointed activities contained in the “Package Description” section above for each module listed as in-scope.</td>
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<tr>
<td>Summarize Insights</td>
<td>• Jointly analyze the categorization of demands &amp; projects by configured portfolio, assess the projected spend vs. the assigned portfolio target, and assess basic aggregate over/under spend by portfolio.</td>
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<tr>
<td>Knowledge Transfer</td>
<td>• Conduct a half day knowledge transfer session with the actively involved customer project personnel</td>
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ServiceNow Provided Resources

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

<table>
<thead>
<tr>
<th>ServiceNow Resource</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>Engagement Manager</td>
<td>• Provides access to project planning, deliverable creation, issue tracking, and status reporting templates&lt;br&gt;• Facilitates tracking of the project scope, timeline, task completion, resource utilization, issues, and status&lt;br&gt;• Publishes standardized project status reports against the package project plan template on a weekly basis</td>
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<tr>
<td>Business Process Consultant</td>
<td>• Facilitates the kickoff workshop, documents defined scope, and identifies potential gaps to be filled in future phases</td>
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Customer Provided Resources

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

<table>
<thead>
<tr>
<th>Customer Resource</th>
<th>Responsibilities</th>
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</table>
| **ServiceNow System Administrator**       | • 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 |
| **Senior Project Management Office & Portfolio Owner(s)** | • Has a broad understanding of the organization’s project management practices and IT to business spending alignment goals  
• Possesses the knowledge or access to resources that can assist with finding, accessing, consolidating, and formulating import files required to configure the PPM core functionality |
| **Functional/Process Owners**             | • Has a broad understanding of the current practices/challenges, desired state for aligning IT spend to supported business units, and selecting desirable out-of-the-box and/or pre-built update set functionality |
### Implementation Prerequisites

The ServiceNow PPM Accelerated Implementation Packaged Service requires the customer’s active participation and coordination for project success. The following requirements must be met. Delay by the customer with respect to the below items may cause delay or preclude ServiceNow’s ability to provide the Packaged Services:

- Customer has licensed the required ServiceNow Platform and ITBM components for the defined scope.
- Customer has access to the ServiceNow customer support portal (Hi) and identifies a technical lead to report/manage any related support tickets.
- Customer has an existing non-production ServiceNow PPM instance on which to execute the install, feature enablement, and/or testing activities.
- Customer has upgraded all instances to ServiceNow’s London Release Family, or higher.
- Customer has provided remote access to the ServiceNow delivery consultants to the customer’s ServiceNow production, test, and/or development instances.
- Customer understands that configuration activities are limited to the installation and setup of the base product capabilities (no product customizations will be performed).
- Customer makes the required internal personnel defined above available for the duration of the project on a scheduled & ad-hoc basis to meet defined timelines.
- Customer technical personnel shadow, or participate as appropriate, ServiceNow personnel while the in-scope configuration is performed (e.g. creation of a project template) to facilitate knowledge transfer upon conclusion of Packaged Services.
- Customer functional personnel shadow ServiceNow personnel while the in-scope process & insight analysis is performed to support adoption of solution outputs.
- Customer personnel assumes responsibility for developing/executeing a User Acceptance Test (UAT) plan(s), migration to production, and post implementation support.
- Customer sends at least two technical personnel to ServiceNow PPM training courses (Education Services purchased separately).
- Customer promptly provides the necessary process decisions, environment access, and/or data for completion of the configuration activities within the defined timeframe.
- Customer provide, when necessary, appropriate work areas, including Internet access, for ServiceNow consultants when they are onsite.
Packaged Service Exclusions

- Solution design and/or configuration recommendations beyond the scope set forth herein.
- Data collection for any purpose including module installation and/or feature setup.
- Historical information, gathering, analysis, normalization, cleansing, or conversion.
- Creation/support of inbound or outbound interfaces not expressly stated as in-scope.
- External security integration, bulk user loads, and/or mass user level permissions testing.
- Performance of regulatory, policy, or any other testing not expressly stated as in-scope.
- Creation/editing of end user training materials and/or execution of end user training.
- Formal documentation of the solution beyond standard project working materials.
- Hands-on production migration and/or post production project team resource support.
- Any Professional Services not expressly stated herein.

Travel & Expense

ServiceNow strongly recommends that the customer elects to have at least the Kickoff Workshop performed onsite for best results. 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. Unless otherwise agreed to by ServiceNow and the customer, all services provided under this Packaged Service will be delivered remotely to maximize the flexibility of all resources.
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.