TuneUp Your CMDB

Overview

The TuneUp Your CMDB offering ("Packaged Service") provides Customer with best practices and recommendations to enable the Customer to better understand and take steps to improve the ServiceNow Configuration Management Database ("CMDB") health of its ServiceNow instance(s).

Package Description

The ServiceNow Remote Services Consultant will work closely with Customer to:

- Clone the Customer’s selected instance ("Source Instance") to perform the assessment and other activities detailed in this Service Description ("Temporary Instance").
- Execute ServiceNow’s HealthScan tool to better understand the health of Customer’s ServiceNow instance(s) in relation to Customer’s CMDB configuration. Relevant data ("Results") will be transferred to a centralized ServiceNow instance for report creation purposes in connection with provision of the Packaged Services.
- Review with Customer their CMDB configuration report in order to identify up to and not to exceed three ServiceNow-recommended areas of benefit. Consultant will demonstrate application of recommended changes to the Temporary Instance.

Packaged Service Activities

This Packaged Service consists of the following activities:

<table>
<thead>
<tr>
<th>Package Activity</th>
<th>Tasks Associated with Packaged Activity</th>
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</thead>
<tbody>
<tr>
<td>Initial CMDB Coaching Session</td>
<td>The ServiceNow Remote Services Consultant will remotely deliver a CMDB coaching session covering ServiceNow best practices, review of specific metrics as they relate to the customer’s CMDB, with a focus on the ServiceNow-recommended area of benefit.</td>
</tr>
<tr>
<td>Instance Cloning, Data Extraction and Customer Access</td>
<td>Customer will identify one of its ServiceNow instances to serve as the Source Instance for ServiceNow to create the Temporary Instance. The Customer designated resources will be granted access to the Temporary Instance for the timeframe specified in below. This Temporary Instance will be hosted in the same ServiceNow data center as the Source Instance. The Temporary Instance will be used to (a) perform the assessment detailed in this Service 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 specified above.</td>
</tr>
<tr>
<td>CMDB Configuration Changes</td>
<td>The ServiceNow Remote Services Consultant will apply the recommended changes discussed with the Customer during the Initial CMDB Coaching Session to the Temporary Instance.</td>
</tr>
<tr>
<td>CMDB Review Session</td>
<td>The ServiceNow Remote Services Consultant will review with the customer the configuration changes made to the Temporary Instance.</td>
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</table>
### Handover

ServiceNow Remote Services Consultant 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, the ServiceNow Remote Services Consultant will work with Customer to address Customer’s follow-up questions concerning the ServiceNow Results.

### Packaged Service Exclusions

The following activities are excluded and not provided as part of this Packaged Service:

- Application of recommended changes or other configuration changes within the Customer’s sub-production or production instances.
- Analysis, configuration, or trouble-shooting of data population or other integrations or discovery tools, including ServiceNow Discovery and Service Mapping.
- The service 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.
- TuneUp Your CMDB is available in English only and not available to (i) a Customer not hosted in a ServiceNow data center; (ii) a Customer requiring security clearance; (iii) a Customer operating a domain-separated environment; or (iv) a Customer that will not permit either the cloning of its instance for creation of the Temporary Instance or extraction of data from such instances to ServiceNow’s centralized instance for analysis.

### Customer Provided Resources

Customer will provide the resources specified below throughout the duration of the service engagement. The same person may fill multiple responsibilities.

<table>
<thead>
<tr>
<th>Customer Resources</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB Lead / Configuration Manager</td>
<td>• Responsible for the project, meets with the ServiceNow Remote Services Consultant, provides access to the required resources, and drives the Customer actions in connection with the engagement.</td>
</tr>
</tbody>
</table>
| System Administrators | • Up to two (2) Customer ServiceNow system administrators must be available during the engagement to:  
  ➢ work with the ServiceNow Remote Services Consultant 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.  
Both resources must have access to the ServiceNow customer support system (“HI Portal”). |
ServiceNow Provided Resources

ServiceNow will provide the following remote resources for this Packaged Service:

<table>
<thead>
<tr>
<th>ServiceNow Resource</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Services Consultant</td>
<td>• Perform the specified coaching and packaged activities detailed in this Packaged Services Service Description.</td>
</tr>
</tbody>
</table>

ServiceNow will engage a third-party subcontractor to fulfill all or part of ServiceNow’s obligations in this Service Description and the Customer acknowledges that such third-party subcontractor may process Customer Data (as defined in the Agreement) in order to provide the Packaged Service detailed in this Service Description. Customer shall be solely responsible for granting ServiceNow personnel access to Customer’s instance(s) in order to provide the Packaged Service detailed in this Service Description. ServiceNow is solely responsible for the acts or omissions of subcontractors to the same extent as if such acts and omissions were its own.

Temporary Instance

Customer agrees that ServiceNow will grant access to the Temporary Instance to limited individuals the Customer designates for Customer’s review of the recommended changes. For the purposes of clarity, the user access levels of such designated individuals will be limited to the access of the user as found in the Source Instance. For example, users with the ‘admin’, ‘itil’, or ‘itil admin’ roles in the Source Instance will retain the same access levels in the Temporary Instance. Customer shall not share passwords or permit use of a password-enabled user account by more than one individual. Access to the Temporary Instance shall be terminated and the Temporary Instance shall be permanently deleted after thirty (30) days from the Initial CMDB Coaching Session, except to the extent otherwise mutually agreed in writing (which may be via ServiceNow’s customer support portal).

ADDITIONAL TERMS

NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY IN THE AGREEMENT OR AN ORDERING DOCUMENT AND ONLY TO THE EXTENT NECESSARY TO PROVIDE THE PACKAGED SERVICES HEREIN, CUSTOMER INSTRUCTS SERVICENOW TO AND EXPRESSLY AGREES THAT SERVICENOW WILL CLONE CUSTOMER’S SELECTED INSTANCE OF THE SOURCE INSTANCE, INCLUDING ANY CONFIGURATIONS AND CUSTOMIZATIONS THEREON AND DATA THEREIN, FOR THE TEMPORARY INSTANCE TO PROVIDE THE SERVICES SET FORTH HEREIN. THE TEMPORARY INSTANCE WILL BE PERMANENTLY DELETED AS SPECIFIED IN THIS SERVICE DESCRIPTION. SERVICENOW AGREES TO IMPLEMENT REASONABLE TECHNICAL AND ORGANIZATIONAL MEASURES TO PROTECT DATA PROCESSED WITHIN THE TEMPORARY INSTANCE, AND CUSTOMER AGREES THAT THE FOREGOING COMMITMENT TO IMPLEMENT REASONABLE TECHNICAL AND ORGANIZATIONAL MEASURES AND DELETE THE TEMPORARY INSTANCE AS SPECIFIED IN THIS SERVICE DESCRIPTION REPLACES AND SUPERSEDES ALL TERMS RELATED TO DATA IN THE EXISTING AGREEMENT, INCLUDING SECURITY AND DELETION TERMS.

IN THE EVENT THIS OFFERING UTILIZES SERVICENOW’S INSTANCE SCANNING TECHNOLOGY (“HEALTHSCAN”) TO PROVIDE THE PACKAGED SERVICES HEREUNDER, CUSTOMER FURTHER AGREES THAT, NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY IN THE AGREEMENT OR AN ORDERING DOCUMENT, SERVICENOW MAY RUN HEALTHSCAN ON CUSTOMER’S CLONED INSTANCE, WHERE APPLICABLE, OR OTHER CUSTOMER INSTANCE AS SPECIFIED HEREIN AND TRANSFER CERTAIN
CUSTOMER DATA, WHICH MAY CONTAIN CERTAIN PERSONAL DATA, NECESSARY FOR THE PERFORMANCE OF THIS OFFERING TO A CENTRALIZED SERVICENOW INSTANCE THAT MAY BE HOSTED IN A JURISDICTION OUTSIDE OF CUSTOMER’S ORIGINATING DATA CENTER HOSTING LOCATION. ANY DATA TRANSFERRED TO A CENTRALIZED INSTANCE WILL BE DELETED IN ACCORDANCE WITH SERVICENOW’S INTERNAL POLICIES AND PROCEDURES.

Travel & Expense

All services provided under this Packaged Service will be delivered remotely with no Travel & Expense fees.