

# SWEAGLE SELF-HOSTED SOFTWARE GUIDE

## 1. SUPPORT

During the License Term, ServiceNow will provide support for the Software (defined below) as set forth in the **Sweagle Self-Hosted Customer Support Policy**, which is attached to and incorporated by this reference into this Sweagle Self-Hosted Software Guide as Appendix A.1. As used herein, "**Software**" means the Sweagle software product(s) identified in an Order Form or Use Authorization (as applicable) provided to Customer and that is deployed on Customer's machines. During the License Term, Customer agrees that ServiceNow may transition delivery of the Software from a self-hosted offering to ServiceNow's own cloud infrastructure.

## 2. UPDATES

ServiceNow determines whether and when to develop and release any Update (as defined in Appendix A.2), which is attached to and incorporated by this reference into this Sweagle Self-Hosted Software Guide as Appendix A.2.

## 3. CUSTOMER RESPONSIBILITIES

### 3.1 SERVERS.

Customer is responsible for installing and maintaining the network connectivity, operating system and other technical prerequisites on the servers. Customer may review ServiceNow's standard installation instructions and configuration details for the Software on the servers found in the Sweagle Planning and Deployment Guide, attached hereto and incorporated herein as Appendix A.3.

### 3.2 MAINTENANCE, SECURITY, BACKUP, AND DISASTER RECOVERY.

Customer shall be responsible for all maintenance, security, backup, and disaster recovery, including:

- Providing and maintaining all hardware necessary to deploy and operate the Software, including all vendor maintenance contracts and future hardware upgrades.
- Logical and physical security for all server and network components.
- Designing and maintaining data backup, restoration, and disaster recovery processes.
- Maintaining the database and operating system, including vulnerability and maintenance patching.
- Maintaining compliance with the Updates Appendix A.2.
- Any failover activities and/or processes to execute a failover in a disaster recovery scenario.

### 3.3 USE VERIFICATION.

ServiceNow may review Customer's use of the Software and on ServiceNow's written request, Customer will provide reasonable assistance to verify Customer's compliance with its authorized use of the Software under the Agreement, including:

- Providing ServiceNow remote access or on-site access to Customer's instance of the Software solely for the purpose of reviewing usage data; and
- Uploading usage data into a support ticket in the Support Portal (as defined below) to securely transfer usage data to ServiceNow.

If ServiceNow determines that Customer has exceeded its permitted use of the Software, ServiceNow will notify Customer and within 30 days thereafter Customer shall either: **(a)** disable any unpermitted use, or **(b)** purchase additional Software licenses commensurate with Customer's actual use.

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## APPENDIX A.1 – SWEAGLE SELF-HOSTED CUSTOMER SUPPORT POLICY

This Sweagle Self-Hosted Customer Support Policy governs the support that ServiceNow will provide for its Software (“**Customer Support**”).

### 1. DEPENDENCIES

**1.1 CONFIGURATION.** To facilitate ServiceNow’s ability to assist Customer as described in this SweagleSelf-Hosted Customer Support Policy, Customer is encouraged to follow the configuration guidelines outlined in Appendix A.3, the Sweagle Planning and Deployment Guide.

**1.2 REMOTE ACCESS.** To facilitate ServiceNow’s ability to assist Customer as described in this SweagleSelf-Hosted Customer Support Policy, Customer must provide ServiceNow with remote access to the Software, including via a desktop sharing application.

### 2. SCOPE AND SUPPORTED RELEASES

For Sweagle Software, ServiceNow will support the most recent and the immediately previous releases. ServiceNow provides general guidance with respect to the Customer Support activities for the ServiceNow Software, as outlined in Section 8 (Customer Support Activities and Responsibility) below. Customer Support doesnot include performing the following services:

- infrastructure planning and deployment;
- implementation services.
- configuration services;
- integration services;
- customization services or other custom software development;
- training; or
- assistance with administrative functions.

**3. CUSTOMER SUPPORT ACCESS.** Customer Support is available Monday through Friday, excluding local holidays, 7:00AM to 7:00PM Local Time via the support portal <https://support.servicenow.com/now> (“**Support Portal**”). Local Time for access to Customer Support means the designated Customer Support window when ServiceNow technical Support personnel will be addressing Customer’s cases for the purposes of the Target Level of Effort. ServiceNow will provide visibility to Customer to Local Time within the Support Portal.

### 4. CASE PRIORITY; RESPONSE TIME; LEVEL OF EFFORT:

Priority	Definitio n	Target Response Times	Target Level of Effort
P1	Any defect that causes an instance running the Sweagle product not to be accessible by authorized users.	60 minutes	Continuously, subject to Customer’s availability to assist, 24 hours per day, 7 days per week
P2	Any defect that causes a criticalfunction to fail.	4 hours	As appropriate, Monday through Friday, 7AM to 7PM Local Time
P3	Any defect that significantlyimpedes work or progress.	3 business days	As appropriate, Monday through Friday, 7AM to 7PM Local Time

P4	Any defect that does not significantly impede work or progress.	4 business days	As appropriate, Monday through Friday, 7AM to 7PM Local Time
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## 5. CUSTOMER RESPONSIBILITIES

Customer's obligations with respect to Customer Support are as follows:

**5.1** Customer will receive from ServiceNow communications via email, phone, or through the Support Portal regarding the Software.

**5.2** Customer will appoint no more than 10 contacts ("**Customer Authorized Contacts**") to engage Customer Support for questions and technical issues.

**5.2.1.** Customer must maintain the following Customer Authorized Contacts:

- Primary Business Contact;
- Secondary Business Contact;
- Technical Contacts: Database Administrator, Network Administrator, Data Center Administrator, and Application Server Administrator;
- Support Contact;
- Primary Customer Administrator; and
- Security Contact.

**5.2.2.** Customer will maintain current information for all Customer Authorized Contacts in the Support Portal.

**5.2.3.** Only Customer Authorized Contacts will contact Customer Support.

**5.2.4.** Customer will train all Customer Authorized Contacts on the use and administration of the Software.

**5.2.5.** Customer will provide an appropriate resource to work with ServiceNow technicians as needed

when there are logged incidents.

**5.3** Customer is solely responsible for the use of the Software by its users.

## 6. CUSTOMER SUPPORT ACTIVITIES AND RESPONSIBILITIES

**6.1** The responsibilities of Customer and ServiceNow with respect to the Customer Support activities described in the table below are as follows:

**6.2** “**Customer**” designation means the activity is the sole responsibility of the Customer. ServiceNow may provide assistance for the activity pursuant to an agreed upon Statement of Work for Professional Services. Additional fees apply for Professional Services.

**6.3** “**SNC**” designation means the activity is the sole responsibility of ServiceNow.

**6.4** “**SNC Assisted**” designation means the activity is primarily Customer’s responsibility with ServiceNow providing assistance to Customer, as reasonably feasible, and as set forth in Section 1.2 (Remote Access). ServiceNow’s assistance is confined to creating an incident, addressing high level Customer questions, providing links to self-help resources, collecting data, and analyzing logs (if feasible).

**6.5** No service level agreements apply to the Software.

Any activities not specifically described below are the sole responsibility of the Customer.

Activity	SNC-Hosted	Self-Hosted
<b>Planning</b>		
Capacity Sizing	SNC	Customer
Deployment Design	SNC	Customer
Hardware Acquisition	SNC	Customer
<b>Deployment</b>		
Hardware & Operating System Deployment	SNC	Customer
Virtualization	N/A	Customer
Load Balancer	SNC	Customer
Database Setup	SNC	SNC Assisted
Instances Deployment	SNC	SNC Assisted
Integration with Single Sign-on, Email, etc.	SNC	SNC Assisted
High Availability Build-Out	SNC	Customer
Disaster Recovery Build-Out	SNC	Customer
<b>Operations</b>		
Instance Cloning	SNC	SNC Assisted
Backup/Restore	SNC	Customer
Application Upgrade	SNC	SNC Assisted
Operating System Upgrade	SNC	Customer
Database Upgrade	SNC	Customer

Monitoring		
Infrastructure Monitoring	SNC	Customer
Application Monitoring	SNC	Customer
Application Troubleshooting		
Review Java Virtual Machine Memory & Configuration	SNC	SNC Assisted
Review Application Properties	SNC	SNC Assisted
Connections Settings	SNC	SNC
Custom Application	Customer	Customer
Custom Integration	Customer	Customer
Infrastructure Troubleshooting		
Review Server Resources	SNC	Customer
Review Network Environment	SNC	Customer
Review Operating System Configuration	SNC	Customer
DB Troubleshooting		
Review Database Configuration	SNC	SNC Assisted
Review Memory Settings	SNC	SNC Assisted
Performance	SNC	SNC Assisted

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## APPENDIX A.2 - UPDATES

**"Updates"** are releases (including patches and hotfixes) of the Software at no additional fee during the License Term that provide problem fixes or other changes, but do not generally include new functionality. ServiceNow determines whether and when to develop and release any Update of the Software.

ServiceNow shall use reasonable efforts to give Customer 10 days' prior notice of any Update. Notwithstanding the foregoing, ServiceNow may provide Customer with a shorter or no notice period of an Update if, in the reasonable judgment of ServiceNow it is necessary to: **(i)** maintain the availability, security, or performance of the Software; **(ii)** comply with Law; or **(iii)** avoid infringement or misappropriation of any third-party Intellectual Property Right. ServiceNow is not responsible for defects on any instance of the Software not in conformance with this Appendix A.2 - Updates.

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## APPENDIX A.3 – SWEAGLE PLANNING AND DEPLOYMENT GUIDE

### Overview

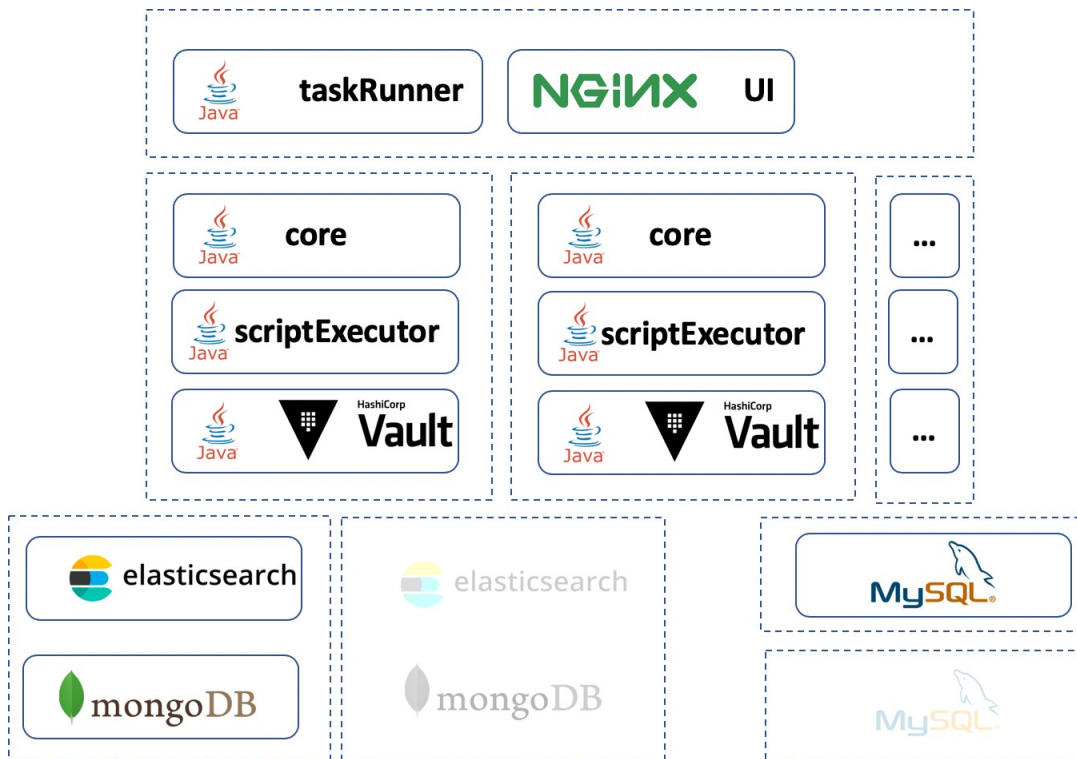
This document provides an overview of the Sweagle environment and helps you prepare for provisioning. The architectural hardware and software described below are purely suggestions based on ServiceNow's experience using these components in other self-hosted deployments, and do not represent a warranty, representation or guarantee.

### Audience

Typical audiences for this document include system administrators, database administrators (DBAs), network engineers, architects, and helpdesk management.

### Sweagle architecture

When considering how to deploy your Sweagle environment, consider important issues such as sizing, and scalability. The following diagram shows a standard Sweagle configuration.



For production purposes, Sweagle recommends a fully redundant architecture for its various components. Sweagle supports active-active & active passive load balancing and CORE instances can be brought up and shutdown dynamically without causing service downtime.

## Prerequisites

The following third-party software components are required on the server and to be installed by the customer prior to starting the installation of Sweagle. The platform does not embed or package any of those components.

## Operating system and server utilities

- Java 1.8 (v8). This can be openJDK 1.8 or Oracle Java 8
- gradlVM v19.2.1 (only for the server running scriptExecutor)
- curl v7 or higher
- unzip
- screen
- optionally: JQ (install instructions can be found here: <https://stedolan.github.io/jq/download/>)

## Technical components

The following list of technical components can be either the community edition version or the enterprise version (in which case ensure you have the appropriate licenses in place and are allowed to use the software)

- MySQL v5.7 and mysql-connector-java-8.0.13.jar
- Elastic Search v7.5.1
- NGINX (latest stable community edition)
- Vault v0.7 or higher (download from HashiCorp)
- MongoDB v4.x community edition

## Recommended sizing

Server Type	# of VM	CPU	RAM	disk size
Server Type1: nginx + UI + taskRunner	1	single-CPU	4GB	15GB
Server Type2: core+scriptExec+Vault (+taskRunner)	2 or more	dual-CPU	15GB	15GB
Server Type3: mongoDb + ElasticSearch	3	dual-CPU	8GB	50GB
Server Type4: mySql db (Primary/Secondary)	2	dual-CPU	8GB	20GB
Server Type4: mySql db Clustered	3	dual-CPU	8GB	20GB

## Users and permissions

Sweagle requires a user with administrative permissions on the server to install, stop, and start services. Sudo permissions (on Linux) or local system admin (on Windows) are required.

DBA permissions are required on the database to create the Sweagle data schemas. Once installed, Sweagle requires an application user on the database which has full permissions in the Sweagle data schemas.

## Ports and protocols

The following ports are required for the Sweagle application:



- HTTP(s) access to the Sweagle UI component on NGINX. The default port used is 80 / 443. But this is configurable at start time of the Sweagle component
- For a remote MySQL database, TCP connectivity on the database port (default 3306)
- For remote ElasticSearch, TCP connectivity (default 9300 and 9200).
- For a remote MongoDB, TCP connectivity (default 27017).
- SSH access to the server for installation and configuration (default 22).

Other default port configurations:

- sweagleCore: 8081
- sweagleTaskRunner: 8082
- sweagleScriptExecutor: 8083
- sweagleVault: 8200

### **Deploying sub-production environments**

Most customers setup 1 to 3 sub-production environments in addition to the primary production environment. Sub-production environments are typically "All in One" environments, so the data node and the search nodes are deployed on the same VM/server

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