



Veza Lifecycle Management Implementation

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"**).

Service Tier Scope Specifications

The table below outlines the Service scope based on the purchased Service Tier. ServiceNow will deliver the applicable Services per the purchased Service Tier as specified on the Order Form. This Service is only available for the Customer's ServiceNow Veza subscription product purchases.

Veza Lifecycle Management (LCM) Implementation Service Tiers ("Service Tiers")		
Scope Specifications	Tier 1	Tier 2
Veza tenant configuration	Included	Included
Configure and validate native Veza integrations	Up to 10	Up to 20
Implement Access Visibility (Veza graph and query building)	Included	Included
Implement Access Intelligence (dashboard configuration)	Included	Included
Implement Access Monitoring* (alerts and actions)	Included	Included
Design and implement User Access Reviews (UAR)*	Included	Included
Implement Non-Human Identity (NHI) security*	Included	Included
Configure and validate one Veza production and one sandbox tenants for LCM	Included	Included
Configure Veza Native Source of Identity (SOI) for LCM	Up to 4	Up to 8
Configure Veza Native Identity Providers for LCM	Up to 1	Up to 2
Configure Veza Native Directory Service Providers for LCM	Up to 2	Up to 4
Define and configure Access Profiles for LCM	Up to 50	Up to 200
Create LCM workflows	Up to 15	Up to 30
Dry run Testing and validation of LCM	Up to 4 weeks	Up to 8 weeks
Perform knowledge transfer session(s)	Up to 1 session	Up to 3 sessions
Go-live preparation support	Up to 1 week	Up to 2 weeks
Post go-live support	Up to 2 weeks	Up to 4 weeks
Runbook documentation	Up to 1 week	Up to 2 weeks
Estimated Service Duration	20 weeks	40 weeks
* Customer's Product license entitlements will determine the scope specifications.		



Service Activity Phase/Description
Initiate
ServiceNow Responsibilities: • Conduct kick-off meeting to align on Service goals, scope, timeline, required resources, and next steps. • Collaborate with Customer project manager on project planning and management activities to be delivered throughout the Service, such as: ◦ Project tracking ◦ Weekly meeting cadence ◦ Weekly status update ◦ Monthly steering committee meeting • Finalize the project plan/timeline in alignment with agreed upon scope. Customer Responsibilities: • Provide ServiceNow with relevant access to tools and systems. • Participate in creation and review of a final project plan. Throughout the Service delivery period, support project planning and management activities and assist with any outstanding questions and provide feedback.
Plan
ServiceNow Responsibilities: • Discover and assess Customer's existing identity provisioning system(s). • Conduct coaching sessions: ◦ Product overview sessions to provide initial enablement on the Veza platform and components included in the Customer's subscription. ◦ Guided tour of Veza documentation. ◦ Overview for Customer's application team on Veza functionality and the collaborative integration process. • Conduct workshops to gather, document, and review the following architecture and design requirements: ◦ How Veza fits into the Customer enterprise architecture ◦ Customer-managed components, if any ◦ Target integration list ◦ Integration-specific considerations • Review, refine, and prioritize the target integration list with the Customer to determine which integrations will be configured during the Execute phase. • Create Veza Identity LCM design documentation. Customer Responsibilities: • Actively participate in coaching sessions, workshops, and meetings; provide input, feedback, and decisions. • Participate in target integration list prioritization and mutually agreed on in scope integrations for the Execute phase.
Execute
ServiceNow Responsibilities: • Support Customer with configuring Veza integrations per the purchased Service Tier. For each integration: ◦ Configure the integration.



○ Configure the integration connection. ○ Verify data loading and integration success. ○ Assist Customer with initial validation of data integration using the Authentication Graph and sample queries in Query Builder. ○ Review the integration configuration and data load process with the Customer. • Assess identity hygiene and provide corrective measures. • Implement Veza Customer use cases: ○ Identify and document Customer use cases and acceptance criteria. ○ Facilitate working sessions with Customer stakeholders. • Operationalize each integration: ○ Configure Veza features to address Customer use cases, which may include: ▪ Building queries, reports, and dashboards ▪ Creating workflows, policies, and triggers ▪ Provide coaching for copying configurations from sandbox to production ▪ Perform dry runs of LCM workflows ○ Review and revise queries, alerts, dashboards, and workflows with Customer as needed. ○ Test production identity joiner / mover / leaver (JML) for each category of Veza Access Profiles representing users.
Customer Responsibilities: • Provide ServiceNow personnel with administrative access to the Veza tenant via remote working session(s). • Obtain and enter credentials for Veza integrations as required by the documentation: read and write administrator permissions to LCM directory services, identity provider, and optionally human resource information system (HRIS) integrations. Optionally any system that LCM will change an identity directly will require write access. All other integrations will require read access. • Share Veza Customer use cases and review documentation. • Veza administrators and operators participate and perform tests on Customer use cases. • Participate in configuration, testing, and validation activities. • Assist with any outstanding questions and provide feedback on new decisions.
Deliver
ServiceNow Responsibilities: • Support Customer with user testing activities. • Review user testing feedback and present results. • Support go-live preparation. • Conduct Knowledge transfer session(s) per the purchased Service Tier. Customer Responsibilities: • Coordinate and conduct user testing. • Go-live preparation: ○ Provide ServiceNow with Veza tenant access and/or Veza support access. ○ Provide acceptance criteria for Customer use cases. ○ Plan for and execute production deployment and go-live activities.
Close
ServiceNow Responsibilities: • Post go-live support, as applicable to the purchased Service Tier. • Conduct a closeout meeting with Customer: ○ Document and present an engagement summary. Customer Responsibilities:



- Ensure all required users attend the knowledge transfer session.
- Engage with ServiceNow to complete any remediation activities during post go-live support.
- Actively participate in the closeout meeting.

ServiceNow Provided Resources

ServiceNow will provide the following resources in connection with the delivery of the Services:

ServiceNow Resource	Responsibilities
Engagement Manager	Responsible for resource and timeline management. Provide expertise, ensure adherence to the Services, identify, and allocate appropriate resources from ServiceNow, document and communicate status, at a minimum, weekly, and act as the single point of contact during the Services.
Technical Consultant	Provide technical guidance and configuration the ServiceNow platform while sharing knowledge and leading practices with Platform Administrators.

ServiceNow may replace or re-assign its personnel during the Services 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 applicable resources throughout the duration of the Services. The same personnel may fulfill multiple responsibilities:

Customer Resource	Responsibilities
Executive Sponsor	The Executive Sponsor is responsible for setting and communicating the vision of the ServiceNow platform within the rest of the enterprise. The Executive Sponsor also participates in Services governance and removes roadblocks to a successful implementation.
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.



Platform Owner	The Platform Owner is a senior leader with 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.
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 fulfillment of common configuration and maintenance tasks.
Integration, Infrastructure & Security Resources	Integration, Infrastructure & Security are responsible for the infrastructure design and operations, as well as system security of the organization. The resources will confirm the technical design and integration requirements with various systems to support processes which require information exchange between ServiceNow and Customer's systems.
Subject Matter Experts (SME)	The SME is responsible to confirm the design to help meet Customer's requirements, and to work with ServiceNow to identify opportunities for the processes to be moved into ServiceNow. 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 function.
Testing Coordinator	Coordinates Customer Testing activities, including Test Plan, Test Cases and Test Execution

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).

Prerequisites

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

- Customer grants ServiceNow resources remote access to Customer's Veza instances for the purpose of providing the Services during the period of performance.
- Customer is required to have separately purchased the product subscription for the scope of the Service from ServiceNow.



Additional Services Specifications and Requirements

- ServiceNow will perform the Services on the Customer Veza sub-production tenant where applicable. Any activities performed in a Customer Veza production tenant, as required to deliver this Service, will be with Customer consent and controlled by Customer use permission rules and access controls.
- Customer provides ServiceNow with the required resources to deliver the Services and ensures active participation from Customer personnel in a timely manner.
- 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.
- Customer provides timely sign-off and approvals throughout the service delivery as outlined in the final project plan.
- Customer authorizes ServiceNow's use of artificial intelligence tooling and discovery tools (including AI agent tools and process mining) on customer information, as necessary to perform the Services. Customer agrees to use the Engage Central instance designated by ServiceNow as one tool that will be used by ServiceNow for project management to accelerate the delivery of the Services. Engage Central is a centralized ServiceNow-based project execution platform leveraging agentic tools where ServiceNow employees and Customer can collaborate. Customer's use of Engage Central may require Customer to cooperate with ServiceNow to transmit data to an internal ServiceNow instance which may be hosted in a different Data Center Region from Customer's originating ServiceNow instance. Any data transmitted to Engage Central will not constitute Customer Data (as defined in the Ordering Agreement) but will be subject to any confidentiality terms agreed to between ServiceNow and Customer. Information shared with ServiceNow on the Engage Central instance may be used to improve ServiceNow Subscription Services and other offerings.
- ServiceNow will use commercially reasonable efforts to confirm the mobilization plan and composition of the full 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.



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.