

Discovery Implementation Services

Overview

ServiceNow Discovery Implementation Services offer assistance to customers who are implementing the ServiceNow Discovery Application. Services available include remote assistance in the initial installation and configuration of Discovery and guidance in the technical configuration of the ServiceNow Configuration Management and Asset Management Applications to use the Discovery generated data. ServiceNow offers these services in the QuickStart and Enhanced packages as described below.

	QuickStart	Enhanced
Application Implementation		
Discovery	Assistance	Assistance
Service Delivery Location	Remote	Remote
Discovery Best Practice Guidance	Included	Included
Configuration Services		
Configuration Management application configuration to use Discovery generated data	Guidance	Guidance
Asset Management application configuration to use Discovery generated data	Not included	Guidance
Discovery Configuration	Guidance	Assistance
MID Server Placement and Tuning	Guidance	Assistance
IP Allocation	Guidance	Assistance
Discovery Schedule Execution Planning	Guidance	Assistance
Devices Included		
WMI Enabled Windows OS Servers/Clients	Included	Included
SSH Enabled Unix Systems (Linux/HPUX/AIX/Solaris/OSX)	Included	Included
SNMP Enabled Network Gear (Routers/Switches) and Powering Devices (UPS/PDU)	Included	Included

Guidance describes the services offered by ServiceNow in answering questions the customer has when the customer implements and configures Discovery.

Assistance describes the services offered by ServiceNow in answering questions from the customer and in providing remote hands-on assistance given to the customer in setting up, tuning and configuring Discovery.

A “Discoverable Device” is a device discovered by the ServiceNow Discovery Application with a unique IP address.

QuickStart for Discovery Services

The QuickStart for Discovery includes:

Service	Description	Service Includes
Discovery Implementation	Remote sessions to help advanced administrators in the initial installation and configuration of the Discovery Application. Prepares the customer administrator to utilize and maintain their Discovery deployment.	- Review of the product architecture and best practices of deployment options - Review of local requirements and offer guidance on the platform capabilities to meet the same - Answer questions asked via email or phone regarding the initial configuration of the Discovery Application - Assistance in diagnosing common errors

Service	Description	Service Includes
Best Practice Guidance	Hands-on training in ServiceNow best practices for utilizing Discovery and its day-to-day management.	High-level guidance in: • MID Server management for the host and the application • Probes and sensors • Troubleshooting • Setting up daily activities to maintain the Discovery Application (e.g., checking logs, monitoring activity, etc.)

Discovery Enhanced Implementation Services

The Enhanced package includes:

Service	Description	Service Includes
Discovery Implementation	Remote sessions to help advanced administrators in the initial installation and configuration of the Discovery Application. Prepares the customer administrator to utilize and maintain their Discovery deployment.	• Review of the product architecture and best practices of deployment options • Review of local requirements and offer guidance on the platform capabilities to meet the same • Active assistance and development in the initial configuration of the Discovery Application, MID server placement and tuning, IP allocation and Discovery schedule execution planning • Assistance in diagnosing common error
Best Practice Guidance	Hands-on training in best practices for utilizing Discovery and its day-to-day management	High-level guidance in: • MID Server management for the host and the application • Probes and sensors • Troubleshooting • Daily activities to maintain the Discovery Application (e.g., checking logs, monitoring activity, etc.) • The implementation of Asset Management Application
Asset Management Configuration for Discovery	Remote sessions to provide direction in using Discovery data in the ServiceNow Asset Management Application	High-level guidance in: • End-to-end life cycle theory • Data contained in the CMDB and how that data is used and interacts with the processes in the Asset Management Application

ServiceNow Provided Resources

ServiceNow will provide the following resources for all of the described Discovery Implementation Services:

ServiceNow Resource	Responsibilities
Professional Services Consultants	Deliver the specified services and/or workshops from ServiceNow

Required Customer Resources

Customer will provide the following resources and make them available throughout the duration of the project (note that multiple responsibilities may be filled by the same customer personnel):

Customer Resource	Responsibilities
Project Manager	A resource responsible for the project, meet regularly with the ServiceNow consultant, agree to the schedule and drive the actions.
Discovery Administrator	Must have working knowledge of standard operating systems (Unix/Windows), functionality provided by network enabled devices (routers, switches, printers, UPS), and applications and devices communication over TCP/UDP; ability to document site specific configurations; ability to understand, create and modify JavaScript; ability to train others to same administrative level; and enabled to request changes or modifications to local environment to support Discovery deployment.
System Administrators	At least 2 customer system administrators with ServiceNow Administrator training or equivalent experience must be available throughout the duration of the deployment.
Process Owner(s)	Subject matter experts responsible for the correct and complete definition of each of the processes implemented within the ServiceNow platform.

Prerequisites for Discovery Implementation Services

Before ServiceNow can begin any Discovery Implementation Service, certain tasks must be completed:

- ServiceNow platform implementation completed or in being completed parallel
- Appropriate Discovery environment and access established
- Logical IP access to MID Server host(s) with relevant TCP/IP access to targets
- Required credentials to systems and devices granted
- Ability to deploy necessary troubleshooting tools

If the customer would like ServiceNow to provide services to implement and configure Discovery beyond the services described in this document, the parties will sign a statement of work for the service.

Packaged Service Terms and Conditions

Based on the scope of services and assumptions set forth above, the services herein shall be performed on a fixed price basis plus expenses stated on the ordering document. Customer agrees to pay the total fee amount on the ordering document regardless of the total number of effort days ServiceNow takes to complete the project. ServiceNow will provide the Packaged Service as described herein limited to those ordered on the ordering document: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the Master Ordering Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>; 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>. All orders are non-cancellable, non-refundable, and not subject to acceptance. All services when ordered and accepted by a signed ordering document must be consumed within 12 months from the effective date of the ordering document. 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. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the professional services, training and other services.

For scheduled service days that are canceled or rescheduled by Customer with fewer than ten (10) business days prior written notice, Customer shall be charged and pay for (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled service days if ServiceNow is not able to reassign the personnel to another project. For the purposes of this section, email to the ServiceNow personnel assigned to this project will be sufficient as written notice.