

ServiceNow Process User Training

Overview

ServiceNow Process User Training provides the ServiceNow process users designated by the customer with training on how to use the ServiceNow Service Automation Applications as configured in the customer's production instance. Process User Training services include:

- **Training Content Development** - content will be tailored specifically to the customer's purchased ServiceNow Applications.
- **Training Content Delivery** - training can be delivered to the customer's designated process users through a variety of delivery formats including onsite, virtual classroom, and train-the-trainer.

Process User Training Content Development

Process User Training content will be developed and tailored for the customer's purchased use of ServiceNow Applications and Shared Services. The content for each class is described below:

ServiceNow Applications and Shared Services	Description of Process User Training Content
Incident Management	Users will learn how to record, classify, distribute, and manage incidents through to resolution.
Problem Management	Users will learn to record, escalate, and manage problems through to resolution.
Change Management	Users will learn how to create, assess, approve, and execute changes.
Configuration Management	Users will learn how to identify, record, and report on IT configuration items and their relationships.
Knowledge Management	Users will learn how to create, store, and publish information and the mechanisms for version control and approvals of documents in the review process.
Service Catalog and Request Management	Users will learn how to approve and fulfill requests for services defined and presented in the Service Catalog.
Release Management	Users will learn how to release hardware and software into the IT infrastructure.

Process User Training Content Delivery

Training Content will be delivered as described below for remote or onsite formats:

Delivery Method	Description	Maximum Attendees Per Session Type	
		Remote	Onsite
Train-the-Trainer	Delivery to customer designated trainers who will deliver the training to the customer process user community. Available in one or multiple sessions as noted in the class offering.	10	10
Instructor Led User Training	ServiceNow delivers process user training in one or multiple sessions as noted in the class offering.	25	15

Process User Training Deliverables

Process User Training provides the following deliverables applicable to the training purchased:

Deliverable	Description
Training Scoping Session	ServiceNow will conduct a 1-2 hour training scoping session for the process supported by each ServiceNow Application in order to better understand the customer's process and how it can be translated into training materials. Sessions should be scheduled at least 4-6 weeks prior to the implementation date of the ServiceNow Application at a mutually agreeable time and date.
Training Content Development	ServiceNow will produce training content for the process user training consisting of a PowerPoint slide deck with notes for each ServiceNow Application for which training is ordered. The training content includes screen shots of the customer instance as needed to provide examples.
Training Content Delivery	ServiceNow will deliver the training content in the purchased format(s). Delivery of each ServiceNow Application ordered lasts approximately 1-2 hours in duration. Options include onsite, virtual classroom and train-the-trainer sessions. Up to 3 sessions may be scheduled per business day.

ServiceNow Provided Resources

ServiceNow will provide the following resources for each Process User Training course purchased:

ServiceNow Resources	Responsibilities
Training Consultant	Develop the training material content for the ServiceNow Applications purchased and deliver the purchased training sessions.
Training Engagement Manager	Facilitate the planning and timing of the Training Scoping Session and the scheduling of the Process User Training class.

Customer Required Resources

Customer participation in the Training Scoping Session is essential to create training materials that are aligned with the customer's processes. Customer will provide the appropriate resources and ensure active participation to enable successful training from an executive decision maker, project leadership and management, subject matter experts, process owner and technical resources.

Requirements for Process User Training

- Customer is responsible for definition and documentation of the business processes within scope for this training.
- Training content may not be modified one (1) week prior to the scheduled start date of the course.
- Customer is responsible for coordinating the timing of training delivery within the constraints of the training project.
- Customer is responsible for communicating training dates to their attendees in a timely manner.

Training Services Terms and Conditions

Location and Schedule

The location and start date ("Start Date") for the onsite training classes will be coordinated between ServiceNow and Customer. For onsite classes that are held at Customer's location, Customer shall provide ServiceNow a training room with a projector and adequate Internet connection (including a hard line connection if Wi-Fi is not adequate) and other requirements or capabilities requested by ServiceNow that are necessary for the training. For virtual classes, ServiceNow can provide a virtual classroom for use. It is the Customer's responsibility to ensure that all of their attendees have adequate Internet connection and compatible equipment.

Training delivery sessions are scheduled based on availability of Customer attendees and ServiceNow training consultants. The training delivery pricing is based on a daily rate regardless of how many sessions are delivered. Customer shall purchase in increments of one (1) day.

ServiceNow needs at least five (5) weeks prior to the Start Date to develop the material for one process user training class and one additional week for each additional process user training class purchased.

Cancellation and Rescheduling Policy

Customer Cancellation and Rescheduling

Customer will pay 50% of training fees which may include registration fees, class fees, or similar, and travel and expense fees ("Training Fees") when cancellation is received in writing fewer than 14 days prior to the Start Date; or pay 100% of Training Fees if cancellation is received fewer than 7 days prior to the Start Date.

The foregoing cancellation policy does not apply to self-paced classes. Fees for self-paced classes are non-refundable for rescheduled requests.

ServiceNow Cancellation

ServiceNow reserves the right to cancel the class at any time more than 14 days prior to the Start Date ("Cancellation"). All registered attendees will be notified by the phone or email record on file with ServiceNow. ServiceNow does not accept any responsibility for damages and/or expenses incurred by Customer as a result of the Cancellation. In the event of a Cancellation, upon request, Customer shall be entitled to register for another substitute class to the extent that it is made available.

Terms and Conditions

Customer agrees to pay the total fee amount on the ordering document. ServiceNow will provide the training services as described herein limited to those ordered on the ordering document and in accordance to the published class description

Training Services Terms and Conditions

on <http://www.servicenow.com/training.do>: (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. ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. ALL **SERVICES** WHEN ORDERED AND ACCEPTED BY SERVICENOW 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 PURCHASED AND 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.