Remote Administration Services

Overview

ServiceNow Remote Administration Services provide access to certified consultants who provide technical guidance and remote services to help maintain and enhance the Customer's ServiceNow applications and platform.

Deliverables

The following deliverables are provided for all service levels of Remote Administration.

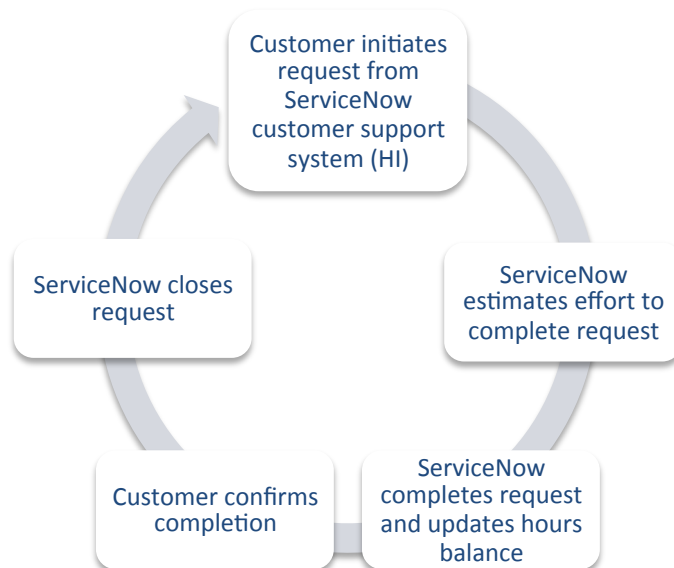| Deliverable	Frequency	Description
Monthly Service Statement	Monthly	Provides details on all requests made for the service, and includes both open and closed requests for the past month.
Quarterly Service Statement	Quarterly	Provides details on all requests made for the service, and includes both open and closed requests for the past quarter.
ACE Report	With Service Statement	Provides information about potential problem areas within an instance by scanning it against a set of predefined configuration scenarios.
Hours Balance Online	Per Customer request	Online views detailing how many hours are remaining.

Services

- **Guidance Activities** – guidance and advice on technical configuration alternatives and answering "how to" questions. ServiceNow can take Customer developed use cases and generate technical configuration specifications for implementation.
- **Maintenance Activities** – perform day-to-day administration work and provide best practice observations regarding current configurations.
- **Enhancement Activities** – technical configuration services for Customer or third party led implementation projects to deploy additional application functionality through configurations of ServiceNow applications and platform to meet Customer defined needs.

Examples of Technical Request Types Available		
Content Management	• Configure CMS templates • Configure custom CMS interface	• Configure the self-service portal to Customer specified style guide
Email Functionality	• Configure inbound email rules	• Configure notifications
Form Administration	• Add fields and related lists • Add and modify catalog items	• Configure labels and views • Reference information from other records
List Administration	• Personalize lists	• Configure access controls
Localization	• Configure locales	• Add languages or currency • Configure time zones
Managing Data	• Configure groups, companies, locations, departments, cost centers, and more • Configure group on call rotation	• Export data • Import data using import sets and transforms • Complete company profile

Examples of Technical Request Types Available		
Meeting Request	• Topical meeting	• Recurring touch point
Navigating and UI Configuration	• Configure themes and CSS	• Configure applications and modules
Plugins	• Enable/request plugins	
Reports	• Configure reports	• Configure homepages and gauges • Configure service commitments
Scripting	• Develop and configure client scripts and server scripts • Develop and configure mail scripts • Configure UI scripts	• Develop and configure business rules • Develop and configure catalog scripts
Security	• Configure access controls	• Configure contextual security • Configure role delegation
Workflow	• Configure approval and rollback activities • Configure stages	• Configure notification activities • Schedule events
Automated Configuration Evaluation (ACE)	• Scan Customer instances for alignment with technical best practices	• Generate ACE report to provide current state and any recommended improvements

Process

Once the Remote Administration Services are initiated and the personnel designated by Customer to use the service ("Designated Requesters") are trained on its use, the Designated Requesters can initiate a request for the service. ServiceNow will use reasonable efforts to provide an estimate of the hours required to complete the request within two (2) business days after receiving the request. Hours are updated as they are used. After Customer has confirmed completion, ServiceNow will close the request.

Customer initiates request from ServiceNow customer support system (HI)

ServiceNow estimates effort to complete request

ServiceNow completes request and updates hours balance

Customer confirms completion

ServiceNow closes request

Prerequisites

Customer must complete and maintain the following in order for the service to begin and continue:

- Customer's production and sub-production instances must be remotely accessible by ServiceNow. Customer is required to provide any required remote access technology for instances with IP Filtering at Customer's cost.
- Customer must have access to the ServiceNow Customer Support system (HI) and have active user accounts.
- Customer shall assign and communicate to ServiceNow the names of the Designated Requesters.

Service Exclusions

- No Orchestration implementation or configuration
- No Discovery implementation or configuration
- No lead roles in project based implementation

Program Terms

Customer shall assign and communicate to ServiceNow the names of two (2) Designated Requesters who are authorized to contact ServiceNow and are responsible for making requests for service and confirming completion of the requested work.

Remote Administration Services are not available to: (i) Customers not hosted in a ServiceNow data center; or (ii) Customers requiring security clearance. Remote Administration Services are provided in English Monday – Friday 8 AM - 8 PM EST.

ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to Customer's account. ServiceNow may at any time subcontract or delegate in any manner any or all of its obligations hereunder to any third party or agent.

Monthly Service Packages

The following monthly service packages are available.

Monthly Service Package Options				
Hours per month	10	20	40	80
Rollover hours (Maximum unused hours available from previous month)	0	10	20	40

Monthly Service Program Terms

- Each order shall be paid in advance and must be for at least three (3) months of service ("Service Period").
- Customer may purchase 10, 20, 40 or 80 hours of service per month.
- For each month of paid service, Customer may only carry over purchased and unused hours from the previous month limited to no more than fifty percent (50%) of the purchased hours as stated above in the row "Maximum unused hours available from previous month" as applicable to their current service package status.

- Customer may not use the purchased hours from the next subsequent month to pay for the service provided in the current month.
- Customer may upgrade to a different available monthly service level during the Service Period and pay the difference in service fees. A credit will be calculated for the purchased and unused number of hours. Customer will then be enrolled under the new service level for at least three (3) months of service starting from the next subsequent billing period. Customer may not change to a lower service level after purchase.
- Rollover hours from an expiring package can be rolled over to a new package provided there is no lapse in contract coverage.
- If Customer has a request that needs to be completed in a given month for which there are not enough hours remaining, the request can be completed at Customer's direction and the excess hours will be billed to Customer at the end of the month at ServiceNow's service rate as stated in the ordering document. Customer shall pay all amounts within thirty (30) days after the date of invoice unless stated otherwise in the applicable ordering document.

OnDemand Program Terms

- Each order for OnDemand Remote Administration Services must be for a minimum of 40 hours of service.
- Each order shall be paid in advance and is valid for twelve (12) months from the date of purchase ("Service Period") as reflected on the ordering document signature date.
- OnDemand Remote Administration Services shall be deemed complete and accepted by Customer with no further obligation by ServiceNow upon Customer using all of the hours purchased or one (1) year from the date of purchase, whichever occurs first.

PACKAGED SERVICE TERMS AND CONDITIONS

Customer agrees to pay the total fee amount on the ordering document. ServiceNow will provide the Services as described herein ("Packaged Service") 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 SERVICENOW MUST BE CONSUMED WITHIN THE SERVICE PERIOD IN ACCORDANCE TO THE TERMS STATED HEREIN. 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 IN ACCORDANCE TO THIS DOCUMENT. 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, if any.