ServiceNow Configuration Review

Overview

The ServiceNow Configuration Review addresses challenges around upgradability, manageability, scalability and performance during or after the implementation of the ServiceNow Service Automation Applications and ServiceNow Service Automation Platform Suite. The ServiceNow Configuration Review provides recommendations to align the customer's configurations with ServiceNow best practices. A ServiceNow certified professional services consultant will perform the review.

ServiceNow Configuration Review Options

ServiceNow Configuration Reviews are available in three different levels of engagement: a basic Configuration Health Check and more comprehensive Configuration and Extended Configuration Reviews. Services delivered for each level of engagement are indicated below.

Services Delivered	Health Check	Configuration Review	Extended Review
Review of Customer's deployment of ServiceNow Service Automation Applications and ServiceNow Service Automation Platform Suite by a ServiceNow technical consultant	Yes	Yes	Yes
Automated technical best practices scan of Customer's configuration of the ServiceNow Service Automation Applications and ServiceNow Service Automation Platform	Yes	Yes	Yes
Diagnostics of trouble areas of Customer's deployment that impact performance and upgradeability	Yes	Yes	Yes
Review of the configuration and settings of the ServiceNow Service Automation Platform	No	Yes	Yes
Review of reporting, gauges and home pages of the ServiceNow instance	No	Yes	Yes
Review of the performance of form and list display layout	No	Yes	Yes
Review of the configuration of up to four (4) ServiceNow IT Service Automation Suite Applications	No	Yes	Yes
Review of the configuration of up to four (4) Custom Applications (if ServiceNow Service Automation Platform Suite is purchased)	No	No	Yes
Availability			
Domain separated instance	Yes	No	Yes
Self-hosted instance	No	No	Yes

Note that the following may be purchased separately and are not offered under these terms of ServiceNow Configuration Review: configuration reviews of ServiceNow Discovery, Workflow, Social IT, Mobile, Service Level Management, CMS and Surveys, and integrations with the ServiceNow instance.

Description and Deliverables

Below is a description of the ServiceNow Configuration Review offerings and their deliverables:

Description	Deliverable Includes
Review of the customer's configurations made by the customer or a third party to the ServiceNow Service Automation Applications and ServiceNow Service Automation Platform Suite to identify their impact on scalability, manageability, performance and upgradeability	A review report containing: • Detailed list of specific findings • ServiceNow platform status overview on scalability, manageability, performance and upgradeability • Findings and recommendations for the ServiceNow Service Automation Applications and ServiceNow Service Automation Platform Suite

The Configuration and Extended Configuration Reviews may include findings from interviews with key individuals and end-users and their observations of the ServiceNow applications. The interviews may be conducted remotely or onsite as determined by ServiceNow.

Note that reviews of design, process, strategy, governance and pre-production testing are excluded.

ServiceNow Provided Resources

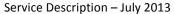ServiceNow will provide the following resources for the review:

ServiceNow Resource	Responsibilities
Engagement Manager	Lead project planning, provide implementation expertise, follow the project plan, allocate appropriate resources from ServiceNow, act as a single point of contact.
Professional Services Consultant	Completion of the instance assessment and delivery of the specified report containing findings and recommendations from ServiceNow.

Required Customer Resources

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

Customer Resource	Configuration Review Type	Responsibilities	Estimated Time Commitment
Project Manager	All	A resource responsible for the project, meet with the ServiceNow professional services consultant, provide access to the required resources, and drive the actions from the review.	• Duration of the review
Technical Resource(s)	All	Resource(s) with ITIL and JavaScript expertise to accommodate the scope of the review and to support the project.	• 2 hours
System Administrators	All	Up to 2 customer ServiceNow system administrators must be available during the review period.	• 2 hours
Service Desk Manager(s)	Configuration Review and Extended Review	Resource(s) responsible for running the customer's service desk.	• 2 hours
ServiceNow End User(s)	Configuration Review and Extended Review	End user(s) of the applications under review	• 2 hours

Pre-Requisites

Before ServiceNow can begin the review, the following pre-requisite tasks must be completed as stated below:

- Customer ServiceNow production environment is cloned as needed or requested
- Customer shall have completed the Configuration Review questionnaire for Configuration Review and Extended Review.
- Access to Customer ServiceNow production and non-production instances granted to ServiceNow consultants

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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.