

ServiceNow Edge Encryption Design & Advise

Overview

The ServiceNow Edge Encryption Design & Advise service provides best practice recommendations to educate, advise and assist a customer who is designing, installing and configuring ServiceNow Edge Encryption. It is a pre-defined package designed to enable customers to encrypt their sensitive data before reaching the ServiceNow Subscription Service.

Package Description and Aim

The ServiceNow Edge Encryption Design & Advise service is a prescriptive, advisory-based service. The service begins with an Architecture Design workshop which will present an overview of the Edge Encryption application, including system requirements, capabilities and limitations. The workshop will include a review of the customer's security requirements and objectives to lead into design discussions. ServiceNow consultants will capture the information in the Edge Encryption Design Document, in which decisions are documented.

In addition, ServiceNow will periodically meet up to 16 hours with the customer implementation team to review progress and provide technical assistance, in line with the consultation services described below. These meetings provide installation and configuration consultation to the customer. The ServiceNow consultants will liaise with ServiceNow support and development on the customer's behalf as needed.

The Edge Encryption Design & Advise service is delivered by ServiceNow accredited consultants who will provide 'hands-off' technical support to the customer. These consultants will work in conjunction with the customer's team, who retain the responsibility to provision the supported base systems and install and configure Edge Encryption in accordance documented guidance. The consultants will work strictly in an advisory and consultative role and will not perform actual system installation, configuration, or other hands-on activities.

Unless otherwise agreed by ServiceNow and the customer, services are delivered remotely, to maximize flexibility of all resources.

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Package Materials and Configurations

ServiceNow will provide the following guidance, materials and configurations upon purchase of this packaged service:

Materials and Configurations	Description
Architecture Design Workshop	<ul style="list-style-type: none"> • A Workshop delivered by a ServiceNow Technical Consultant to include the following agenda: <ul style="list-style-type: none"> • Review of Edge Encryption features, capabilities, options and limitations • Review of relevant requirements and desired data security posture • Review of ServiceNow system security features that may be aggregated to meet identified data security posture • Architecture implementation discussion • Discussion in support of design documentation creation • The Architecture Design Workshop is limited to 8 hours of delivery.
Edge Encryption Design Document template	<ul style="list-style-type: none"> • ServiceNow will work closely with the customer to provide advice and guidance to the customer to assist with decision making. • ServiceNow will complete the design document based upon decisions made in the Architecture Design Workshop.
Installation and configuration consultation	<ul style="list-style-type: none"> • These periodic sessions review progress and offer installation advice during the creation of the Edge Encryption Design Document, and the subsequent installation and configuration of the Edge Encryption software. • The sessions are limited to a total of 16 hours.
Technical advocate	<ul style="list-style-type: none"> • Liaise with ServiceNow support as needed. • Investigate technical solutions as needed. • The technical advocacy is limited to a total of 8 hours.

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ServiceNow Provided Resources

ServiceNow will provide the following resources. The same personnel may fill multiple responsibilities:

ServiceNow resource	Responsibilities
Engagement Manager	<ul style="list-style-type: none"> • Lead project planning, allocate appropriate resources from ServiceNow, and act as a single point of contact • Provide regular status updates to track the service status
Technical Consultant	<ul style="list-style-type: none"> • Lead the workshop and advisory services provided by the package • Provides technical consultation and other advice and guidance to the customer's personnel

ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the 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.

Required Customer Resources

Customer will provide the following resources and make them available throughout the duration of the review period. Customer participation is critically important for the success of the project. Customer resources must have:

- A thorough knowledge and understanding of customer's security regulations and requirements, network and infrastructure system, and other related drivers for encrypted data.
- Sufficient system level access to install software, create encryption keys, and configure both the on premise proxy server as well as the ServiceNow Edge Encryption application.
- Sufficient system & network level access to implement load balancing routing rules to direct user traffic through the Edge Encryption Proxy servers where appropriate.
- The authority to make design decisions regarding the ServiceNow application.

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Delay by Customer to provide the below resources may cause delay or preclude ServiceNow's ability to provide the Services. The same personnel may fill multiple responsibilities:

Customer resource	Responsibilities
Project Manager	Responsible for the project, communicate with the ServiceNow professional services consultant, provide access to the required resources, and drive further actions
Product Owner	Responsible for the overall ServiceNow solution. A Product Owner should be a Subject Matter Expert (SME), who can positively influence and affect changes and adaptations and the resulting ServiceNow implementation, and who has the aptitude for adaptive thinking and improvement. The Product Owner provides the authority to release the product into production after testing is complete.
System Architect	<p>Responsible for designing the Edge Encryption solution. The System Architect is supported by the customer's Subject Matter Experts, who provide customer specific information during the Architecture Design Workshop, and by the ServiceNow consultants, who provide best practice advice and guidance.</p> <p>Responsible for providing the design and decisions made in the Edge Encryption Design Document. The document should include, without limitation, information on the infrastructure that Edge Encryption will be working with, including database servers, proxy services, firewalls and the ServiceNow instance. Consideration should also be given to the geographical location of the end users, and any other relevant information related to the ServiceNow instance.</p>
System Administrator	Responsible for the continued maintenance and upkeep of the ServiceNow product. Modifies forms, workflows and categorizations within the platform, including managing the release to production.
Subject Matter Experts	<p>Responsible for the maintenance and configuration of the customer's infrastructure, as well as key stakeholders in the following areas:</p> <ul style="list-style-type: none"> • Security • Certificate/Keystore Management • Windows or Linux systems • Database management • Network infrastructure

Prerequisites:

The Design & Advise service requires the customer's active participation and coordination for project success. The following requirements must be met. Delay by the customer with respect to the below items may cause delay or preclude ServiceNow's ability to provide the Services:

- The customer must have purchased the appropriate ServiceNow Edge Encryption licenses.

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- The service expects that the customer provides input for creation of an Edge Encryption Design Document. This includes the details on the relevant configuration and installation options discussed during the service. The document will serve as the primary record of the decisions made during the service.
- The customer is strongly encouraged to provide, or willing to allow, remote session sharing services with the consultant team.

The following services are not provided:

- Hands on installation, configuration, or other implementation activities within either the Edge Encryption Proxy servers or the ServiceNow instance by the consultant team.
- The attempt to encrypt all data, or data elements not supported by the Edge Encryption product.
- Transformation projects or strategy services.
- Data collection from third parties, including external systems.
- Advisory or consultation of the ServiceNow platform beyond the hours of assistance provided above, or any work on applications other than Edge Encryption.
- Performance, security, integration or other testing beyond unit testing.
- Services not expressly stated herein.

General

ServiceNow is in the business of providing IT 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.

LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in this Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Services in conformance with these warranty requirements or shall terminate the affected Services and refund to Customer any amounts paid for the non-conforming Services. This Section sets forth Customer's exclusive rights and remedies (and ServiceNow's sole liability) in connection with this warranty.

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DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SERVICE DESCRIPTION, THE SERVICES PROVIDED HEREUNDER AND ANY ACCOMPANYING DELIVERABLE ARE PROVIDED “AS-IS” WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND AND, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SERVICES AND ANY ACCOMPANYING DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR.

LIMITATIONS OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THIS SERVICE DESCRIPTION OR THE SERVICES PROVIDED HEREUNDER WHETHER BY CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY’S INTELLECTUAL PROPERTY RIGHTS; AND (3) CUSTOMER’S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER OR TAXES APPLIED THERETO.

EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION, EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY’S INTELLECTUAL PROPERTY RIGHTS.

Packaged Service Terms and Conditions

Customer agrees to pay the total fee amount on the related Order Form. ServiceNow will provide the Packaged Services as described herein limited to those ordered on the Order Form: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the underlying master agreement executed by the parties (“Agreement”); 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>. In the event of any inconsistency or conflict between the

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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. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the Packaged Services, including 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 to ServiceNow, 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, an email to the ServiceNow project manager will be considered sufficient written notice.