

Delivery Assurance

Overview

ServiceNow Delivery Assurance provides comprehensive reviews that evaluate an implementation to determine if it is aligned to ServiceNow's best practices. A ServiceNow Delivery Assurance project leader and Professional Services consultants, who are certified in ServiceNow System Administration and Implementation Methodology, will integrate a series of workshops and reviews into the project plan to proactively identify risks, and work collaboratively with the customer to mitigate these risks.

Integrated Delivery Assurance Solutions

ServiceNow Delivery Assurance is available with four different levels of engagement. As implementations grow in complexity, the customer may purchase additional days of Delivery Assurance available in Enhanced, Advanced and Tailored packages to receive the desired level of assessments, workshops or reviews for its environment.

	Essential	Enhanced	Advanced	Tailored
Level of Configuration	Small	Medium	Multiple Integrations	Complex Environment
Process Users (approx.)	100 or so	Several 100	1000 or more	Several 1000
Process Automation (Runbook, Discovery)	No	No	Yes	Yes
Delivery Assurance Project Manager	6 days	6 days	6 days	per order
Platform Configuration Review	Yes	Yes	Yes	Yes
Program Pulse Checks	1	2	2	per order
Additional Days of Delivery Assurance	0	10	20	per order

Delivery Assurance Deliverables

For the level of configuration purchased, all Delivery Assurance packages include:

Base Service	Description	Deliverable
Program Pulse Check	ServiceNow best practice maturity assessment with up to four one-hour interviews with project personnel.	Program Pulse Check report detailing the findings and recommendations from the interviews and a review of the project strategy, governance, people, process and technology against ServiceNow best practices.
Platform Configuration Review	Review of configurations to ensure changes have minimal impact on manageability and upgradeability	Review report containing: <ul style="list-style-type: none"> Platform status overview Status review of up to 4 ServiceNow applications Findings and actionable suggested next steps for the platform and applications

Delivery Assurance Optional Deliverables

If Enhanced, Advanced or Tailored packages are ordered, the Delivery Assurance project manager will work with the customer project manager to select services from the list of options below up to the number of days purchased:

Service	Days	Description	Deliverable Includes
Project Assessment			
Program Pulse Check	1	ServiceNow best practice maturity assessment with up to four one-hour interviews with project personnel.	Program Pulse Check report delivered detailing the findings and recommendations from the interviews and a review of the project strategy, governance, people, process and technology against ServiceNow best practices.
Best Practice Workshops			
Implementation Best Practices Workshop	1	Interactive workshop and assessment of the project strategy, governance, people, process and technology	Implementation Best Practice Workshop
Integrations Technical Best Practice Workshop	2	Customer focused workshop that covers best practices involved in the various integration interfaces provided by ServiceNow	Tailored workshop covering: <ul style="list-style-type: none"> • Bulk Data Import / Export • Transactional Data Exchange • Authentication / Single Sign-on • Integration Design
Discovery Technical Best Practice Workshop	2	Workshop where customer's administrators will learn theory and actionable methods for Discovery configurations as they apply to customer's unique environment.	Tailored workshop covering: <ul style="list-style-type: none"> • MIDServer Management (Host and Application) • Discovery Configuration • Classifiers, probes and sensors • Troubleshooting • Daily care and feeding
Design Reviews			
Integration Design Review	2	Collaborative exploration of the various communication paths and triggers to ensure that the most appropriate methods are considered for the integration	Review report containing: <ul style="list-style-type: none"> • Document desired business process • Discuss available 3rd party interfaces • Share the principle triggers of integration events • Provide estimates on data rates/size • Discuss plans for administration, configuration, logging, monitoring, and security
Configuration Reviews			
Integration Configuration Review	5	Review of integration configurations that provides an actionable list of recommendations to ensure that customer's configurations match ServiceNow best practices.	Review report containing: <ul style="list-style-type: none"> • Platform status overview • Status of each application in scope • Findings and actionable recommendations for the platform and individual applications • Suggested next steps
Discovery Configuration Review	2	Review of Discovery application configuration to ensure that customer's configurations match ServiceNow best practices for upgradability, manageability, scalability, performance and CMDB data integrity.	Review report containing: <ul style="list-style-type: none"> • Comprehensive review of Discovery environment • Best practice recommendations to current configurations • Provide proactive recommendations to future growth • Suggested next steps
Discovery Optimization	5	Optimization of Discovery application configuration.	Documentation of the optimized configuration including: <ul style="list-style-type: none"> • Comprehensive review of Discovery environment • Documentation of the configuration made for optimization • Proactive recommendations to future growth • Suggested next steps

Service	Days	Description	Deliverable Includes
Performance Reviews			
Platform Performance Review	10	Models a new implementation before going live to test for compliance, validate significant code changes in a production instance, test infrastructure changes, and simulate planned load increases.	Review report containing: <ul style="list-style-type: none"> • Overall test results and findings • Test results by application • Findings and recommendations for both the platform and each application within scope • Suggested next steps
Integration Performance Review	5	Applies a load on selected integration interfaces to ensure that data and process exchanges between systems are consuming the appropriate resources at given load targets.	Review report containing: <ul style="list-style-type: none"> • Performance measurements of integrations with no load compared with normal load and high load • Findings and actionable recommendations for the integrations that were reviewed • Suggested next steps

Required Resources

ServiceNow will provide the following resources for the Delivery Assurance effort:

ServiceNow Resources	Responsibilities
Delivery Assurance project manager	Will facilitate the planning and timing of the Delivery Assurance schedule, provide implementation expertise, allocate appropriate resources from ServiceNow, and act as a single point of contact. Will facilitate regular status reporting.
Professional Services consultants	Will deliver the specified reviews and workshops from ServiceNow

The following resources must be provided by the customer and made available throughout the duration of the project:

Customer Resource	Responsibilities
Project Manager	The customer must have a project manager who has overall responsibility for the project and will meet regularly with the ServiceNow Delivery Assurance project manager and agree to the Delivery Assurance schedule and be responsible for driving the actions from the reviews.
Technical Resource(s)	Resources with ITIL and JavaScript expertise to accommodate the scope of the implementation and to support the joint configuration. Supports agreed integration with web services and XML experience.
System Administrators	Up to 2 customer system administrators must complete the ServiceNow Administrator Training course and 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.

Details for Delivery Assurance Workshops and Reviews

Before ServiceNow can begin any Delivery Assurance assessments, workshops or reviews, certain tasks must be completed and specific resources from customer's organization will need to be available as stated below. Included and excluded services are detailed as follows:

Review	Pre-requisite Details	Required Customer Resources	Included and Excluded Services
Project Assessment			
Program Pulse Check	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Customer executive sponsor Access to up to four stakeholders for interviews 	Included: Assessment of ServiceNow deployment strategy, governance, people, process and technology Excluded: Technical assessment of customer systems or ServiceNow product
Best Practice Workshops			
Integrations Technical Best Practice Workshop	<ul style="list-style-type: none"> Attendee has completed the System Administration training Attendee has completed the Scripting in ServiceNow training Customer fills out questionnaire for at least one planned integration Defined goals for deployment Access to customer instance Meeting room with media projector and whiteboard or like medium 	<ul style="list-style-type: none"> Attendee has completed the System Administration training Attendee has completed the Scripting in ServiceNow training 	Bulk Data Import / Export – Included: ODBC Driver, Scheduled Data Extract, Data Processors, File-based Data Imports, JDBC Data Imports, Transform Maps Transactional Data Exchange – Included: Direct SOAP Web Services, Web Service Import Sets, Scripted Web Services, Web Service Consumer, Email Actions Authentication / Single Sign-on – Included: LDAP Integration, Single Sign-On Designing an integration – Included: Determining the Architecture, Application Basics, Security Considerations, Real Example (as time permits)
Discovery Technical Best Practice Workshop	<ul style="list-style-type: none"> Attendance of Discovery Administrator Class or relevant discovery experience Enabled to effect configuration changes Defined goals for deployment Access to Customer instance Meeting room with media projector and whiteboard or like medium 	<ul style="list-style-type: none"> ServiceNow Administrator completion of ServiceNow Discovery Administrator Class or relevant ServiceNow Discovery experience 	Discovery Application – Included: MID Host, Server Application, Credentials, Schedules, Behaviors, Clusters, Classifiers, Probes, and Sensors, Properties, Troubleshooting
Design Reviews			
Integration Design Review	<ul style="list-style-type: none"> Pre-Design Review worksheet ServiceNow is granted access to the customer's development instance List of contacts for the integration(s) 	<ul style="list-style-type: none"> Integration architects(s) – 8 hours (approx.) Business Manager(s) – 2 hours (approx.) Third Party Administrator(s) – 1 hour (approx.) 	Included: Up to six integrations Excluded: Troubleshooting bugs and code reviews

Review	Pre-requisite Details	Required Customer Resources	Included and Excluded Services
Configuration Reviews			
Platform Configuration Review	<ul style="list-style-type: none"> Customer production environment is cloned Customer completes Configuration Review Questionnaire ServiceNow is granted access to customer production and non-production instances 	<ul style="list-style-type: none"> ServiceNow Administrator(s) – 2 hours (approx.) Service Desk Manager(s) – 2 hours (approx.) End-Users of Applications – 2 hours (approx.) 	<p>Application – Included: 4 Applications (excluding Service Catalog, Discovery, Runbook Automation, Custom Applications)</p> <p>Integrations: Not included</p> <p>Platform – Included: Email, Social, Notification, Search, Analytics Form & List Management, CMDB (Excluding Content Management, Role-Based Security, User Interface, Workflow, Approvals)</p> <p>Not Included: reviews of Design, Process, Strategy, Governance, Pre-Production Testing</p>
Integration Configuration Review	<ul style="list-style-type: none"> Customer production environment is cloned Customer completes Configuration Review Questionnaire ServiceNow is granted access to customer production and sub-production instances 	<ul style="list-style-type: none"> Administrator(s) – 2 hours (approx.) Service Desk Manager(s) – 2 hours (approx.) End-users of Applications – 2 hours (approx.) 	<p>Included: Up to 4 “Out of Box” integrations; up to 2 custom integrations; one Single Sign-on integration</p> <p>Excluded: Third party products and/or interfaces; troubleshooting integration bugs; testing integration interfaces</p>
Discovery Configuration Review	<ul style="list-style-type: none"> ServiceNow is granted access to customer production instance Identification of known issues and their current status Customer completes current Discovery goals Customer completes 1 year goals for Discovery 	<ul style="list-style-type: none"> Admin(s) – 2 hours (approx.) Service Desk Manager(s) – 2 hours (approx.) End-users of Applications – 2 hours (approx.) 	<p>Discovery Application – Included: Structure of Discovery MIDServer Environment, Discovery Schedules, IP Management, Credential Management, Classifiers including custom probe and sensors</p> <p>Discovery Performance – Included: Discovery Schedule timings, MIDServer Host resources, MIDServer Application processing, Instance Performance</p> <p>CMDB – Included: Table extensions, data insertion models, local process and data acquisition (Discovery, Imports), local asset lifecycle process, table structure and queries</p>
Discovery Optimization	<ul style="list-style-type: none"> ServiceNow is granted access to customer production instance Identification of known issues and their current status Customer completes current Discovery Goals Customer completes 1 year goals for Discovery 	<ul style="list-style-type: none"> Administrator(s) – 2 hours (approx.) Service Desk Manager(s) – 2 hours (approx.) End-users of Applications – 2 hours (approx.) 	<p>Discovery Application – Included: Structure of Discovery MIDServer Environment, Discovery Schedules, IP Management, Credential Management, Classifiers including custom probe and sensors</p> <p>Discovery Performance – Included: Discovery Schedule timings, MIDServer Host resources, MIDServer Application processing, Instance Performance</p> <p>CMDB – Includes: Table extensions, data insertion models, local process and data acquisition (Discovery, Imports), local asset lifecycle process, table structure and queries</p>

Review	Pre-requisite Details	Required Customer Resources	Included and Excluded Services
Performance Reviews			
Platform Performance Review	<ul style="list-style-type: none"> ServiceNow creates clone of production environment Customer fills out the pre-review questionnaire Target instance/infrastructure identified and procured Target instance code must be production ready, and free of defects. Functionality testing is explicitly excluded from the scope of the review. 	<ul style="list-style-type: none"> Administrators(s) – 2 hours (approx.) Developer(s)– 2 hours (approx.) 	<p>Load Testing – Included: Network, Server, Database, and the Application layer including server side scripting and logic (excluding client script execution; email, functional, and stress testing)</p> <p>Applications – Included: Load testing for 3 Applications with up to two views each (excluding integrations, Discovery, and Runbook)</p>
Integration Performance Review	<ul style="list-style-type: none"> ServiceNow creates clone of the production environment Pre-performance review questionnaire ServiceNow is granted access to customer's production and non-production instances Customer list of important contacts for the integration(s) under evaluation including personnel with an understanding of potential traffic load on the integration 	<ul style="list-style-type: none"> Integration architects(s) – 8 hours (approx.) Integration Admin(s) – 3 hours (approx.) Business Manager(s)– 1 hours (approx.) 	<p>Visual Review of Integrations – Included: Up to 4 integrations (excluding third party products and/or interfaces; troubleshooting existing issues; testing integration interfaces)</p> <p>Load Testing of SOAP interfaces – Included: Up to four SOAP Web Service endpoints on the ServiceNow instance (excluding outbound SOAP traffic)</p>

ServiceNow will provide the services as described herein limited to those ordered on the Order Form 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>. All orders are non-cancellable, non-refundable, and not subject to acceptance. All services when ordered and accepted by a signed Order Form must be consumed within 12 months from the effective date of the Order Form. Any unused services shall expire with no further credit or refund and shall have no value thereafter. Customer shall reimburse ServiceNow for all authorized, reasonable and verifiable travel expenses incurred during the performance of the professional services, training and other services.