

Delivery Assurance

Overview

ServiceNow Delivery Assurance evaluates an implementation to assess its alignment to ServiceNow's IT service management best practices. A ServiceNow certified team, including an Implementation Advisor and Professional Services consultants, will integrate a series of workshops and reviews into the project plan to identify risks and work collaboratively with the customer to mitigate these risks.

Integrated Delivery Assurance Solutions

ServiceNow Delivery Assurance is available with four (4) 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 their environment.

	Essential	Enhanced	Advanced	Tailored
Sizing Recommendations				
Level of Configuration	Small	Medium	Multiple Integrations	Complex Environment
Process Users	100 or so	Several 100	1000 or more	Several 1000
Process Automation (Runbook, Discovery)	No	No	Yes	Yes
Services Included				
Implementation Advisor	6 days	6 days	6 days	per order
ServiceNow Configuration Review	Yes	Yes	Yes	Yes
Program Pulse Checks	1	2	2	per order
Days of Delivery Assurance for Optional Deliverables	N/A	10	20	per order

Delivery Assurance Deliverables

All Delivery Assurance packages include:

Base Service	Days	Description	Deliverable
Program Pulse Check	1	ServiceNow best practice maturity assessment with up to four (4) one-hour interviews with project personnel.	Program Pulse Check report containing the findings and recommendations from the interviews and a review of the customer's project strategy, governance, people, process and technology against ServiceNow best practices.
ServiceNow Configuration Review	5	Review of the customer's configurations made by the customer or 3 rd party to the ServiceNow application to identify their impact on scalability, manageability, performance and upgradeability	A review report containing: <ul style="list-style-type: none"> Platform status overview Status review of up to 4 ServiceNow applications Findings and recommendations for the platform and applications

Delivery Assurance Optional Deliverables

If Enhanced, Advanced or Tailored packages are ordered, the Implementation Advisor will work with the customer project manager to select services from the list of options limited 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 (4) one-hour interviews with project personnel.	Program Pulse Check report containing the findings and recommendations from the interviews and a review of the customer's project strategy, governance, people, process and technology against ServiceNow best practices.
Best Practice Workshops			
Integration Technical Best Practice Workshop	2	Customer focused workshop that covers best practices involved in the various integration interfaces provided by ServiceNow.	Tailored workshop covering the following topics: <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 for up to five (5) of the customer's ServiceNow administrators to learn theory and actionable methods for the customer's Discovery configurations.	Tailored workshop covering the following topics: <ul style="list-style-type: none"> • MIDServer Management for the host and application • Probes and Sensors • Troubleshooting • Daily activities to maintain the Discovery application (e.g., checking logs, monitoring activity, etc.)
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.	A review report containing: <ul style="list-style-type: none"> • Desired business process • Existing 3rd party interfaces • The principle triggers of integration events • Estimates on data rates/size • 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 the customer's configurations align to ServiceNow ITSM best practices.	A 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 the customer's Discovery application configuration against ServiceNow best practices for upgradability, manageability, scalability, performance and CMDB data integrity.	A review report containing: <ul style="list-style-type: none"> • A review of the customer's Discovery environment • Recommended configuration changes for optimization of the customer's Discovery application
Discovery Configuration Optimization	5	A Discovery Configuration Review and implementation of the recommended optimization of the customer's Discovery application configuration.	A review report containing: <ul style="list-style-type: none"> • A review of the customer's Discovery environment • The changes recommended for optimization of the customer's Discovery application Implementation of the optimized configuration of the customer's Discovery application.

Service	Days	Description	Deliverable Includes
Performance Reviews			
ServiceNow 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.	A review report containing: <ul style="list-style-type: none"> • Overall test results and findings • Test results for three (3) in-scope applications as set forth in this document • 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.	A 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

ServiceNow Provided Resources

ServiceNow will provide the following resources for Delivery Assurance:

ServiceNow Resource	Responsibilities
Implementation Advisor	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. Facilitate regular status reporting.
Professional Services consultants	Deliver the specified reviews and workshops from ServiceNow.

Required Customer Resources

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

Customer Resource	Responsibilities
Project Manager	A resource who will be responsible for the project, meet regularly with the ServiceNow Implementation Advisor, agree to the Delivery Assurance schedule and drive the actions from the reviews.
Technical Resource(s)	Resource(s) with ITIL and JavaScript expertise to accommodate the scope of the implementation and to support the joint configuration. Support agreed integration with web services and XML experience.
System Administrators	At least 2 customer system administrators must complete the ServiceNow Administrator Training course or have relevant ServiceNow experience 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 Services

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

Service	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 (4) stakeholders for interviews 	<p>Included: Assessment of ServiceNow deployment strategy, governance, people, process and technology</p> <p>Excluded: Technical assessment of customer systems or customer's ServiceNow instances</p>
Best Practice Workshops			
Integration Technical Best Practice Workshop	<ul style="list-style-type: none"> Customer fills out questionnaire for at least one planned integration Defined goals for deployment ServiceNow and customer attendees must have access to the customer's instance Meeting room with media projector and whiteboard or like medium 	<ul style="list-style-type: none"> Attendee has completed the ServiceNow System Administration training Attendee has completed the Scripting in ServiceNow training or has relevant ServiceNow scripting experience 	<p>Bulk Data Import / Export – Included: ODBC Driver, Scheduled Data Extract, Data Processors, File-based Data Imports, JDBC Data Imports, Transform Maps</p> <p>Transactional Data Exchange – Included: Direct SOAP Web Services, Web Service Import Sets, Scripted Web Services, Web Service Consumer, Email Actions</p> <p>Authentication / Single Sign-on – Included: LDAP Integration, Single Sign-On</p> <p>Designing an integration – Included: Determining the Architecture, Application Basics, Security Considerations</p>
Discovery Technical Best Practice Workshop	<ul style="list-style-type: none"> Attendees are able to affect configuration changes Defined goals for Discovery application ServiceNow and customer attendees must have access to the customer's instance Meeting room with media projector and whiteboard or like medium 	<ul style="list-style-type: none"> Attendee has completed the ServiceNow System Administration training or has relevant ServiceNow experience Attendee has completed ServiceNow Discovery training or has relevant ServiceNow Discovery experience 	<p>Discovery Application – Included: MID Host, Server Application, Credentials, Schedules, Behaviors, Clusters, Probes and Sensors, Properties, Troubleshooting</p> <p>Workshop for up to 5 customer participants.</p>
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 Business Manager(s) – 2 hours Third Party ServiceNow Administrator – 1 hour 	<p>Included: Up to six (6) integrations</p> <p>Excluded: Troubleshooting bugs and code reviews</p>

Service	Pre-requisite Details	Required Customer Resources	Included and Excluded Services
Configuration Reviews			
ServiceNow 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 – 2 hours Service Desk Manager(s) – 2 hours End-Users of Applications – 2 hours 	<p>Application – Included: Four (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>Excluded: 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"> ServiceNow Administrator – 2 hours Service Desk Manager– 2 hours End-users of Applications – 2 hours 	<p>Included: Up to Four (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"> Access to the customer’s production instance Identification of known issues and their current status Customer has defined and documented objectives for the optimization of the Discovery application 	<ul style="list-style-type: none"> ServiceNow Administrator – 2 hours ServiceNow Discovery Administrator – 2 hours Service Desk Manager – 2 hours End-users of the Discovery application – 2 hours 	<p>Discovery Application – Included: Structure of Discovery MIDServer Environment, Discovery Schedules, IP Management, Credentials, Probes 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 Configuration Optimization	<ul style="list-style-type: none"> Access to the customer’s production instance Identification of known issues and their current status Customer has defined and documented objectives for the optimization of the Discovery application 	<ul style="list-style-type: none"> ServiceNow Administrator – 2 hours ServiceNow Discovery Administrator – 2 hours Service Desk Manager – 2 hours End-users of the Discovery application – 2 hours 	<p>Discovery Application – Included: Structure of Discovery MIDServer Environment, Discovery Schedules, IP Management, Credentials, Probes 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>

Service	Pre-requisite Details	Required Customer Resources	Included and Excluded Services
Performance Reviews			
ServiceNow Performance Review	<ul style="list-style-type: none"> Customer production environment is cloned Customer completes Performance Review questionnaire Access to customer production and non-production instances is provided to ServiceNow Target instance/infrastructure identified and procured Target instance code must be production ready 	<ul style="list-style-type: none"> ServiceNow Administrator(s) – 2 hours ServiceNow Developer(s)– 2 hours 	<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 three (3) applications with up to two views each (excluding integrations, Discovery, and Runbook)</p> <p>Excluded: Reviews of design, process, strategy, governance, pre-production testing, and functionality testing</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 Integration Admin(s) – 3 hours Business Manager(s)– 1 hours 	<p>Visual Review of Integrations – Included: Up to four (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 (4) SOAP Web Service endpoints on the ServiceNow instance (excluding outbound SOAP traffic)</p>

General 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 Order Form. Customer agrees to pay the total fee amount on the Order Form regardless of the total number of effort days ServiceNow takes to complete the project. 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. 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 for all authorized, reasonable and verifiable travel expenses incurred during the performance of the professional services, training and other services.