

ServiceNow Discovery Services

Overview

ServiceNow Discovery Services address the ServiceNow Discovery Application configuration to ensure that the customer's configurations align with ServiceNow best practices for upgradability, manageability, scalability, performance and CMDB data integrity. ServiceNow consultants, who are certified in ServiceNow System Administration and Implementation Methodology, will perform the reviews and workshops.

ServiceNow Discovery Services

Customers may purchase Best Practice Workshop, Configuration Review, or Configuration Optimization to support their post-implementation environment. Below is a comparison of the services available for each offering.

	Best Practice Workshop	Configuration Review	Configuration Optimization
Scheduling with Discovery Implementation	After	After	After
Service Delivery Location	On-site	Remote	Remote
Days of Service Delivery	2	2	5
Review of Customer's Discovery Configuration	No	Yes	Yes
Recommendations to Optimize Customer's Configuration of Discovery	No	Yes	Yes
Optimized Discovery Configuration Implementation	No	No	Yes

Descriptions and Deliverables

Below is a description of the Discovery Services and resulting deliverables.

Service	Description	Deliverable Includes
Best Practice Workshop	Workshop for up to five (5) of the customer's ServiceNow administrators to learn theory and actionable methods for the customer's Discovery configuration.	Tailored workshop covering the following topics: <ul style="list-style-type: none"> MID Server management for the host and the application Probes and sensors Troubleshooting Daily activities to maintain the Discovery Application (e.g., checking logs, monitoring activity, etc.)
Configuration Review	Review of the customer's Discovery Application configuration against ServiceNow best practices for upgradability, manageability, scalability, performance and CMDB data integrity.	Review report containing: <ul style="list-style-type: none"> Comprehensive review of the customer's Discovery environment Documentation of the configuration changes recommended for optimization of the customer's Discovery Application
Configuration Optimization	Includes a Configuration Review and implements the recommended optimization of the customer's Discovery Application configuration.	Review report containing: <ul style="list-style-type: none"> Comprehensive review of the customer's Discovery environment Documentation of the configuration changes recommended for optimization of the customer's Discovery Application <p>Implementation of the optimized configuration of the customer's Discovery Application.</p>

Details for ServiceNow Discovery Services

For both the Configuration Review and the Configuration Optimization services, ServiceNow will conduct:

- Interviews with the customer's Discovery Administrator(s) to understand the difficulties or issues with the customer's Discovery implementation
- A review of the customer's Discovery configuration
- A review of the customer's Discovery performance
- A review of the customer's past Discovery issues and any Discovery errors

For the Configuration Optimization service, ServiceNow will provide recommendations to optimize the customer's implementation of the Discovery Application using ServiceNow best practices and implement those recommendations.

Before ServiceNow can begin Discovery Services, certain tasks must be completed and specific resources from the customer's organization will need to be available as stated below. Included services are detailed as follows:

Service	Pre-requisite Details	Required Customer Resources	Specifics Included
Best Practice Workshop	<ul style="list-style-type: none"> • Attendees are able to effect configuration changes • Customer has defined goals for Discovery Application • Attendees must have access to the customer's instance <p>Meeting room with media projector and whiteboard or like medium</p>	<ul style="list-style-type: none"> • Attendees have completed the System Administration course or have relevant ServiceNow experience • Attendees have completed the ServiceNow Discovery course or have relevant 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>
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 System 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 the Discovery MID Server environment, Discovery Schedules, IP Management, Credentials, Probes and Sensors</p> <p>Discovery Performance – Included: Discovery Schedule timings, MID Server host resources, MID Server 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>

Service	Pre-requisite Details	Required Customer Resources	Specifics Included
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 System Administrator – 2 hours ServiceNow Discovery Administrator – 2 hours Service Desk Manager(s)– 2 hours End-users of the Discovery Application – 2 hours 	<p>Discovery Application – Included: Structure of the Discovery MID Server Environment, Discovery Schedules, IP Management, Credentials, Probes and Sensors</p> <p>Discovery Performance – Included: Discovery Schedule timings, MID Server host resources, MID Server 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>

ServiceNow Provided Resources

ServiceNow will provide the following resources for Discovery Services:

ServiceNow Resource	Responsibilities
Professional Services consultants	Will deliver the services as described in this document

Required Customer Resources

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

Customer Resource	Responsibilities
Project Manager	Responsible for the project, meet with the ServiceNow professional services consultant, provide access to the required resources, and drive the actions from the reviews.
Service Desk Manager(s)	Resources responsible for the running of the ServiceNow Service Desk.
ServiceNow System Administrators	Up to 2 customer system administrators (that preferably have completed the ServiceNow Administrator course) must be available throughout the duration of the project.
ServiceNow Discovery Administrators	At least 1 designated customer ServiceNow Discovery administrator (that preferably has completed the ServiceNow Discovery course).
Application End User(s)	Resources consuming data from the ServiceNow Discovery Application.

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.