

## Express Remote Services

### Overview

ServiceNow Express Remote Services provide the customer with access to consultants who deliver technical guidance on configuring the ServiceNow applications.

### Services

- **Coaching Activities:** Provide guidance and advice to assist the customer through configurations of Express and provide consulting around their best practices.
- **Configuration Activities:** Provide assistance with configuration activities available within the system administration page of Express.
- **Migration Activities:** Provide assistance with migrating customer data into the ServiceNow instance.
- **LDAP Integration:** Provide integration with a Lightweight Directory Access Protocol (LDAP) directory to streamline the user login process and to automate administrative tasks such as creating users. LDAP integration allows the ServiceNow instance to connect to the customer's LDAP servers.
- **Okta Single Sign-On Integration:** Provide guidance to complete an Okta single sign-on integration with Express.

### Coaching Activities

Coaching activities may include (i) guidance how to use the content on the ServiceNow Wiki; (ii) response to the customer's questions regarding the configuration of Express; (iii) an enablement kick-off meeting; (iv) guidance on how to set up the data foundation in Express; and (v) instructions on how to personalize the forms in Incident and Service Catalog.

### Configuration Activities

ServiceNow may configure the ServiceNow instance for the customer by using the system administration page. Configuration activities are limited to those that can be done using the Express "admin" role.

Examples of available configuration types are listed below:

Examples of Available Configuration Activities	
<b>System configuration</b>	<ul style="list-style-type: none"> <li>• Configure system settings</li> <li>• Define company properties</li> </ul>
<b>User administration</b>	<ul style="list-style-type: none"> <li>• Create users, groups, departments, locations and companies</li> <li>• Import users and groups</li> </ul>

Examples of Available Configuration Activities	
<b>Incident, Problem and Change Management</b>	<ul style="list-style-type: none"> <li>• Personalize lists and forms</li> <li>• Create filters</li> <li>• Create UI policies</li> <li>• Create assignment rules</li> </ul>
<b>Configuration Management (CMDB)</b>	<ul style="list-style-type: none"> <li>• Create configuration items (CI)</li> <li>• Personalize lists and forms</li> <li>• Establish CI relationships</li> <li>• Import business services</li> </ul>
<b>Service Catalog</b>	<ul style="list-style-type: none"> <li>• Create catalog items</li> <li>• Create approvals and execution plans</li> <li>• Create record producers</li> </ul>
<b>Knowledge management</b>	<ul style="list-style-type: none"> <li>• Personalize lists and forms</li> <li>• Add knowledge articles</li> </ul>
<b>Survey management</b>	<ul style="list-style-type: none"> <li>• Personalize lists and forms</li> </ul>
<b>Service level management</b>	<ul style="list-style-type: none"> <li>• Personalize rules, lists and forms</li> </ul>
<b>Notifications</b>	<ul style="list-style-type: none"> <li>• Personalize notifications</li> </ul>
<b>Reports &amp; homepages</b>	<ul style="list-style-type: none"> <li>• Create reports</li> <li>• Create gauges</li> </ul>

## Data Migration Activities

ServiceNow will assist the customer to migrate its customer data into the ServiceNow instance. Only data that can be stored within the ServiceNow instance will be migrated. The customer must provide normalized data to be migrated in the format requested by ServiceNow. Data available for migration include:

- Users and groups
- Knowledge articles
- Business services
- Configuration items

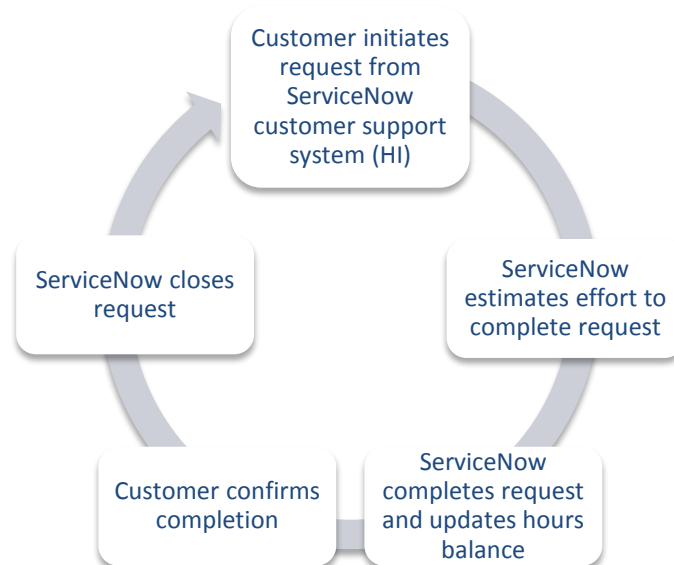
## LDAP Integration

During the initial Express configuration, LDAP integration can be configured with cooperation of the customer. This service includes the following activities:

Integrations Scope		
<i>Integration</i>	<i>Method</i>	<i>Description</i>
LDAP	LDAP Server	<ul style="list-style-type: none"> <li>• ServiceNow will load user data from the customer's directory.</li> <li>• Customer will set up one (1) connection via LDAP over SSL on port 636.</li> <li>• Customer will provide one (1) certificate, which will be uploaded to the ServiceNow instance.</li> <li>• No VPN will be provided.</li> </ul>

## Process

Once the Remote Services are initiated and the personnel designated by the customer to use the Remote Services (“Designated Requesters”) are trained on its use, the Designated Requesters can initiate a request for Remote Services. ServiceNow will use reasonable efforts to provide an estimate of the hours required to complete the request within two (2) business days after receiving the request. Upon completion of the requested service and after the customer has confirmed completion, ServiceNow will close the request. ServiceNow will update the customer’s record with the hours utilized and hours remaining.



## Prerequisites

The customer must complete and maintain the following in order for the Remote Services to begin and continue:

- The customer’s instance must be remotely accessible by ServiceNow.
- The customer must have access to the ServiceNow customer support system (HI).
- The customer shall assign and communicate to ServiceNow the names of two (2) Designated Requesters.
- Customer will provide an LDAP technical resource that will be responsible for providing the necessary knowledge to successfully setup the LDAP integration.
- Customer will supply all data to be imported in a format requested by ServiceNow.

## Program Terms

- Remote Services are available in increments of 10 hours.
- Each order shall be paid in advance and is valid for twelve (12) months after the date of purchase (“Service Period”).
- Remote Services shall be deemed complete and accepted by the customer with no further obligation by ServiceNow upon the customer using all of the hours purchased or 1 year from the date of purchase, whichever occurs first.
- The customer shall assign and communicate to ServiceNow the names of two (2) Designated Requesters who are authorized to contact ServiceNow and are responsible for making requests for service and confirming completion of the requested work.
- The customer is responsible for integration of the ServiceNow instance to other systems. ServiceNow will support the integration effort by providing experts related to ServiceNow integration technologies.
- Remote Services are not available to customers requiring security clearance and are provided in English only, Monday through Friday from 8 AM to 8 PM EST.
- 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 or agent.
- The customer will be responsible for providing port 636 for LDAP over SSL connectivity.
- The LDAP connection will only be done via port 636. One certificate will be provided by the customer and uploaded to the ServiceNow instance. No VPN will be provided.
- When completed, the customer will not be able to access, modify or view the LDAP configuration information in the customer's instance.
- The customer is responsible for testing prior to production deployment.
- The customer is responsible for end user training.
- The customer will supply all data to be imported in the format requested by ServiceNow.
- The customer is responsible for all data normalization, modification, cleansing and alteration before, during and after importing data. Supported formats are listed on the ServiceNow Wiki.
- The configuration activities that cannot be done using the Express “admin” role are excluded.

#### PACKAGED SERVICE TERMS AND CONDITIONS

Customer agrees to pay the total fee amount on the ordering document. ServiceNow will provide the Services 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 General Terms and Conditions incorporated by reference herein from [http://www.servicenow.com/be\\_schedules.do](http://www.servicenow.com/be_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/be\\_schedules.do](http://www.servicenow.com/be_schedules.do). ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED AND ACCEPTED BY SERVICENOW MUST BE CONSUMED WITHIN THE SERVICE PERIOD IN ACCORDANCE TO THE TERMS STATED HEREIN. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. ANY PURCHASED AND UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER IN ACCORDANCE TO THIS DOCUMENT. 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.