ServiceNow Integration Services

Overview

ServiceNow Integration Services address integrations between ServiceNow and Customer or third party systems to ensure that Customer's configurations align with ServiceNow best practices for manageability, scalability, performance and data integrity. Certified ServiceNow consultants will perform the reviews and workshops.

ServiceNow Integration Services

Customer may purchase Best Practice Workshop, Design Review, Configuration Review, or Load Testing to support their ServiceNow integrations. Below is a comparison of the offerings.

	Best Practice Workshop	Design Review	Configuration Review	Load Testing
Scheduling with Integration Implementation	During or After	During	During or After	During
Service Delivery Location	On-site / Remote	Remote	Remote	Remote
Days of Service Delivery	2	2	5	5
Primary Deliverable	Workshop	Design document	Review report	Performance report
Best Practices Document	Included	Included	Included	Included

Descriptions and Deliverables

Below is a description of the Integration Services and their respective deliverables.

Service	Description	Deliverable Includes
Best Practice Workshop	Customer focused workshop that covers best practices involved in the various integration interfaces provided by ServiceNow.	Tailored workshop covering the following topics: • Bulk data import / Export • Transactional data exchange • Authentication / Single sign-on • Integration design
Design Review	Collaborative exploration of the various communication paths and triggers to ensure that the most appropriate methods are considered for the integration.	An integration design document containing: • Integration use case(s) • Technical architecture for the integrations • Third party interface definitions if available • The principle triggers of integration events • Plans for administration, configuration, logging, and security
Configuration Review	Review of new or existing integration configurations that provides an actionable list of recommendations to align Customer's configurations to ServiceNow best practices.	A review report containing: • Ratings provided for each integration around upgradability, manageability, and scalability • Findings and actionable recommendations for the integrations reviewed
Load Testing	Test that applies a load on selected web services integration interfaces to ensure that data and process exchanges between systems are consuming the appropriate resources at given load targets.	A performance report containing: • Performance measurements of integrations with no load compared with normal load and high load • Findings and actionable recommendations for the integrations that were reviewed • Action plan to implement recommendations

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Integration Best Practice Workshop - This workshop covers ServiceNow best practices for implementing and maintaining integration interfaces with the ServiceNow instance. Each interface will be categorized into capabilities and best use scenarios that provide a good foundation for choosing the right integration methodology for a given situation. The workshop will also address best practices within each integration interface and is tailored to Customer specific integration requirements.

Integration Design Review - The ServiceNow consultant will review the specific integration architecture plans or designs with Customer's integration architects and explore the various communication paths and triggers available to determine the most appropriate methods for the integration. An overview of the review follows:

- Customer integration architects will meet with a ServiceNow consultant
- Customer will explain desired business process
- ServiceNow will discuss available third party interfaces with Customer
- Customer will share the principle triggers of integration events
- Customer will provide estimates on data rates and size
- ServiceNow will discuss with Customer its plans for administration, configuration, logging, monitoring, and security

Integration Configuration Review - The ServiceNow consultant will interview Customer personnel, review modifications made to Customer's ServiceNow Service Automation Applications and ServiceNow Service Automation Platform Suite and review the ServiceNow error log. An overview of the review follows:

- ServiceNow will interview Customer integration architects, ServiceNow administrators, Customer business process managers, and any third party vendor products involved in the integration
- ServiceNow will review modifications made to ServiceNow standard integrations
- ServiceNow will review integrations for proper error logging
- ServiceNow will review any existing logs for potentially critical errors
- ServiceNow will review use of best practices within Customer's integrations

Integration Load Testing - The ServiceNow consultant will apply a load to the integration in a test environment, interview Customer personnel, review modifications made to Customer's ServiceNow Service Automation Applications and ServiceNow Service Automation Platform Suite and the ServiceNow error log. An overview of the review follows:

- If needed, ServiceNow may interview Customer integration architects, Customer system administrators for the ServiceNow product, Customer business process managers, and administrators of the third party vendor products involved in the integration
- Customer will provide projected peak traffic information for each integration
- ServiceNow will review modifications made to ServiceNow standard integrations
- ServiceNow will review any existing logs for potentially critical errors
- ServiceNow will review any areas of performance concerns highlighted by Customer for the integration

Pre-Requisites and Details for ServiceNow Integration Services

Before ServiceNow can begin Integration Services, certain tasks must be completed and specific resources from 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	• Customer completes questionnaire describing integration requirements • Defined goals for deployment • ServiceNow and Customer attendees must have access to Customer's instance • Meeting room with media projector and whiteboard or like medium	• Attendees have completed the ServiceNow System Administration training or have relevant ServiceNow experience • Attendees have completed the scripting in ServiceNow training or have relevant ServiceNow scripting experience	**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, ServiceNow application basics, and security considerations Workshop for up to five (5) Customer participants.
Design Review	• Customer completes integration design review questionnaire • ServiceNow is granted access to Customer's development instance • List of third party contacts needed for the integration(s)	• Integration architects(s) – 8 hours • ServiceNow administrator(s) – 8 hours • Business manager(s) – 2 hours • Third party vendor – 1 hour each	**Included:** From two (2) to six (6) integrations depending on complexity as determined by ServiceNow **Excluded:** Troubleshooting bugs and code reviews; implementation of designed integration
Configuration Review	• ServiceNow creates a clone of Customer production environment • Customer completes integration configuration review questionnaire • ServiceNow is granted access to Customer production and non-production instances • List of third party contacts needed for the integration(s)	• Integration architects(s) – 4 hours • ServiceNow administrator – 4 hours • Third party vendor (if needed) – 1 hour each	**Included:** From two (2) to six (6) integrations depending on complexity as determined by ServiceNow and one (1) single sign-on integration **Excluded:** Third party products and their interfaces; troubleshooting integration bugs; testing integration interfaces; code review

Service	Pre-requisite Details	Required Customer Resources	Specifics Included
Load Testing	• ServiceNow creates a clone of Customer production environment • Customer completes integration load testing questionnaire • ServiceNow is granted access to Customer 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	• Integration architects(s) – 8 hours • ServiceNow administrator – 4 hours • Business manager(s)– 1 hours	**Manual Review of Integration Performance Issues – Included:** From two (2) to six (6) integrations depending on complexity as determined by ServiceNow **Excluded:** Third party products and/or interfaces; troubleshooting existing issues; testing integration interfaces **Load Testing of SOAP interfaces – Included:** Up to four (4) SOAP web service endpoints on the ServiceNow instance (excluding outbound SOAP traffic)

ServiceNow Provided Resources

ServiceNow will provide the following resources for Integration 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 during the service engagement (note that multiple responsibilities may be performed 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 (who preferably have completed the ServiceNow System Administration class) must be available during the project.
Technical Resource(s)	Resource(s) with ITIL and JavaScript expertise to accommodate the scope of the service purchased and to provide support for the agreed integration with web services and XML experience.

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 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 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 SERVICENOW 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 PURCHASED AND 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 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, email to the ServiceNow personnel assigned to this project will be sufficient as written notice.