QuickStart Deployments

Overview

QuickStart Deployments offer the customer the ability to implement an initial discrete phase of certain ServiceNow IT Service Automation Applications. QuickStart implementations use pre-defined, modular implementation packages based on ServiceNow Process Best Practices and include minimal configuration of the ServiceNow Applications.

QuickStart for Incident, Problem, Change and Configuration Management (IPCC) and QuickStart for IPCC + Service Catalog are summarized below:

ServiceNow Applications and Platform Features	IPCC	IPCC + Service Catalog	Deployment Description
Incident Management	✓	✓	configure 1 form
Problem Management	✓	✓	configure 1 form
Change Management	✓	✓	configure 1 form
Configuration Management (CMDB)	✓	✓	upload 3 CSV files only, no configuration
Request Management		✓	configure 5 catalog items
Service Catalog		✓	activate Employee Self Service (ESS) portal

The following deliverables are included in QuickStart Deployments for the in-scope applications except Configuration Management:

Deliverable	Description
QuickStart Best Practice Process Guides (electronic copy)	ServiceNow best practices for automating the ITSM process, process goals and objectives, relationships with other processes, process flows and process control. Process roles and responsibilities are detailed and summarized in a RACI matrix. Aligned with ITIL 2011.
Fulfiller Training Materials (electronic copy)	Packaged training content built for Fulfillers of the ServiceNow Applications.
Configuration Decisions and Actions	Documented in the customer's instance

QuickStart Deployments deliver basic functionality as described in the QuickStart Process Guides for the above ServiceNow Applications. ServiceNow certified professional services consultants will work with the customer to implement the applications with limited modifications as described below.

Incident, Problem, Change and Configuration Management (IPCC) Implementation

ServiceNow will work with the customer to implement the ServiceNow Service Automation Platform and the pre-defined processes for the Incident, Problem, Change and Configuration Management Applications. Workshops are conducted for each application to review the QuickStart process guides and document the allowable modifications as described below. ServiceNow consultants will work together with the customer's project manager and trained ServiceNow system administrator(s) to jointly configure the customer's ServiceNow instance using the StartNow methodology as described below.

Optional Service Catalog Implementation

ServiceNow will work with the customer to implement the Employee Self-Service (ESS) portal and Service Catalog. The ESS will include the items in the application baseline configuration ("out-of-the-box") and five new catalog items listed below. ServiceNow professional services will work with the customer to jointly configure ESS and add a total of five (5) catalog items to the Service Catalog in any of the following categories:

- Hardware request
- Software request
- Access request
- Password reset request
- Build a record producer (creates an Incident, Problem or Change record)
- Build an order guide including the catalog items created

ESS configuration does not include CSS, CMS or HTML customization.

Fulfiller Training

As an implementation prepares to transition to production, it is critical that key customer personnel understand how to properly leverage the Incident Management, Problem Management and Change Management Applications (and Service Catalog and Request Management if purchased separately) configured during QuickStart. QuickStart includes a one-time training package to educate up to 15 customer provided trainers on best practices of how to navigate and utilize the deployed ServiceNow Applications. Training is provided through a train-the-trainer program to help the customer to scale the training delivery through their organization. This training is delivered remotely and includes scenarios to help the customer learn the deployed ServiceNow Applications. Training materials will be delivered with the training. Training is available for the following ServiceNow Applications:

- Incident Management
- Problem Management
- Change Management
- Service Catalog and Request Management if purchased

Training for Configuration Management is provided within the context of the Incident, Problem, and Change Management modules.

Implementation Methodology

QuickStart Deployments use the StartNow Implementation Methodology which was created based on ServiceNow's experience and ServiceNow best practices. StartNow uses an iterative approach managed within the ServiceNow Project and Portfolio Management (PPM) and Software Development Lifecycle (SDLC) Applications. During the QuickStart Deployment project period with the customer's purchase of QuickStart, the customer project team may use these ServiceNow Applications to manage their own implementations. The customer shall comply with the terms and conditions with respect to the StartNow Implementation Methodology as set forth on www.servicenow.com/schedules.do.

Project Roadmap and Deliverables

ServiceNow has developed the following project roadmap for QuickStart Deployments aligned with StartNow Implementation Methodology:

Phase	Task	QuickStart Deliverable Description
Plan	Project Kick-off	One half-day kick-off meeting to review project goals and expectations, requirements, project plan and customer team resource requirements. On-site if required by the customer. Travel costs will be separately charged.
Discover	Requirements Workshops	Workshops (as listed below) to review pre-configured process for purchased ServiceNow Applications in the QuickStart process guides and to document the customer's allowable modifications for each purchased application as stories. ServiceNow best practice processes for the purchased applications will be used as a basis for the workshops. Customer will receive a copy of these processes in the form of a Best Practice Process Guide prior to the workshops.
	Incident Management	One day workshop to review the QuickStart process guide and application functionality and document the customer's configuration requirements
	Problem Management	One half-day workshop to review the QuickStart process guide and application functionality and document the customer's configuration requirements
	Change Management	One day workshop to review the QuickStart process guide and application functionality and document the customer's configuration requirements
	Configuration Management Database (CMDB)	One half-day workshop to review application functionality and document the customer's configuration requirements
	Service Catalog and Request Management (if purchased)	One day workshop to review the QuickStart process guide and application functionality and document the customer's configuration requirements
Prepare	LDAPS Configuration	One LDAPS map and training on how to build additional maps
	Integration	Configuration of one (1) pre-packaged integration plugin with the customer system listed at: http://wiki.servicenow.com/index.php?title=List_of_Plugins
	Core System Setup	Training on core data and importing of core data (users, locations, categories)
Deploy	Deploy Incident Management	Includes one (1) modified form utilizing up to five (5) client scripts; ten (10) UI policies (functionality making fields read-only, mandatory, visible, etc.); five (5) business rules (transaction based JavaScript) and the addition of up to ten (10) new fields

Phase	Task	QuickStart Deliverable Description
	Deploy Problem Management	Includes one (1) modified form utilizing up to five (5) client scripts; ten (10) UI policies; five (5) business rules and the addition of up to ten (10) new fields
	Deploy Change Management	Includes one (1) modified form utilizing up to five (5) client scripts; ten (10) UI policies; five (5) business rules; up to ten (10) additional fields; and up to three (3) additional workflows with up to three (3) approval steps and eight (8) tasks each
	Deploy Configuration Management Database (CMDB)	Load Configuration Items (CI's) into the CMDB using import sets. This will include up to three (3) CSV / XLS spreadsheets. This will not include CI relationship information.
	Deploy Service Catalog and Request Fulfillment (if purchased)	Build out five (5) catalog items. Each catalog item includes one (1) modified form utilizing up to 12 catalog variables, three (3) variable sets, three (3) catalog client scripts / six (6) catalog UI policies and one (1) workflow. Each workflow includes up to eight (8) workflow tasks, five (5) approval tasks and three (3) scripts. One (1) order guide that includes catalog items built during the QuickStart Deployment, if purchased separately.
	Testing Environment Set-Up (if purchased)	Work with the customer to set up and prepare the pre-production instance(s), if purchased separately.
	Pre-Production Testing (if purchased)	Set up and prepare the test instance, if purchased separately and available at the time of QuickStart start date. Assist in the removal of test data.
	Rework and System Review	Rework issues found in pre-production testing and provide production readiness review (if necessary)
Operate	Pre-Production Test Re-work	Provide up to one (1) day of off-site re-work time
	Go-Live Checklist	Review go-live checklist in preparation for go-live
	Establish Go Live Date	Remotely provide a handover of the system to customer support.
	Fulfiller Training	Remotely educate up to 15 customer provided trainers on best practices of how to navigate and utilize the Incident, Problem, and Change Management. Training for Service Catalog and Request Management is provided if purchased separately.
	Clone Production Instance	ServiceNow will clone the production instance over the test and/or development instances.
	Go-Live Support	ServiceNow will provide go-live support to the customer on the go-live day.
	Project Close Out	Review meeting to conclude current project phase.

ServiceNow Provided Resources

ServiceNow will provide the following resources for the project:

ServiceNow Resource	Responsibilities
Engagement Manager	Lead project planning, provide implementation expertise, follow the QuickStart deployment project plan, allocate appropriate resources from ServiceNow, and act as a single point of contact. Facilitate weekly status call to track the target project progress.
Technical Consultant(s)	Undertake the application configuration and assist with knowledge transfer to the customer.
Training Consultant	Manage Fulfiller Training content development and coordinate the train-the-trainer delivery.

Required Customer Resources

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

Customer Resource	Responsibilities
Project Manager	Responsible for the project and meet regularly with the ServiceNow engagement manager to review progress and resolve issues.
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 ServiceNow Administrator Training (sold separately) no later than the beginning of the Prepare phase and be available throughout the duration of the deployment.
Process Owner(s)	Subject matter expert(s) responsible for the correct and complete definition of the process implemented within the purchased ServiceNow Application.
Fulfiller Trainers	Up to 15 customer trainers will receive the one-time Fulfiller training and then be responsible for training the customer's Fulfillers. Should complete all six (6) modules of the ServiceNow Foundations online learning course prior to training.

Pre-Requisites and Scope Definition

The QuickStart approach requires the customer's active participation and cooperation for project success. The following requirements must be met:

- Connectivity between the ServiceNow instance and the LDAPS source must be completed by the customer before the engagement begins.
- Customer will provide the required resources as detailed herein and ensure active participation of its designated personnel.
- Customer is responsible for the definition and the documentation of the business processes within the scope of the implementation and implementing all business process changes in the customer's business environment that are required to support the implementation.
- Customer is responsible for testing prior to production deployment.
- Customer is responsible for Requester training (Fulfiller training is provided as described).

- Clearly defined and documented functional requirements are completed during the Discover phase.
- Customer shall provide ServiceNow with access to their instances.
- Customer makes available appropriate technologies for remote work.
- On-site visits will be defined during the kick off workshops in the Plan phase. Customer's project manager and ServiceNow engagement manager will manage on-site engagements in order to avoid extensive travel time.
- Customer will supply all information to be imported in a supported format (as listed on the ServiceNow Wiki). ServiceNow will not be responsible for data modification, cleansing or alteration before, during or after importing data. Customer is responsible for integration to additional systems.

The following advanced customizations are not included:

- Script Includes
- UI Macros
- UI Pages
- Jelly Scripts
- CMS customization of CSS or HTML

The following services are not included:

- Unit testing
- Performance testing
- Security testing
- Integration testing
- Data conversions from other systems
- Additional training
- Go-live support beyond the first day

Technical Definitions

Please refer to the ServiceNow Wiki for technical definitions for the ServiceNow Applications and ServiceNow Service Automation Platform Suite at http://wiki.service-now.com.

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.