

ServiceNow QuickStart for Performance Analytics

QuickStart implementations offer customers the ability to quickly implement specific ServiceNow applications. They are pre-defined modular implementation packages based on ServiceNow process best practices and include preset configurations. The QuickStart for Performance Analytics is available for ServiceNow customers with an existing instance and includes:

- Loading of up to three (3) months of available ServiceNow historical data for analysis
- Configuration of four (4) dashboards for data retrieved from Incident Management, Problem Management, Change Management or Request Management
- Configuration of one (1) executive dashboard to summarize each of the four (4) dashboards
- Loading each dashboard with up to four (4) out-of-the-box indicators (“Starter Indicators”)
- Configuring the mobile application view for Performance Analytics

The dashboards will be available in Customer’s ServiceNow production instance and supported mobile devices. ServiceNow certified professional services consultants will work with Customer to configure the five (5) dashboards and Starter Indicators.

QuickStart Implementation Project Overview (Eureka and later versions)

The QuickStart includes services to implement the Starter Indicators and five (5) dashboards.

Project Task	Project Duration	Description
Starter Indicator Implementation	3 days	Implementation of Starter Indicators; four (4) dashboards for Incident Management, Problem Management, Change Management, or Request Management; and one (1) executive dashboard
Dashboard Design Workshop	1 day	Review Starter Indicators and select up to four (4) Starter Indicators per dashboard to report process performance
Custom Indicator Workshop	1 day	Collaboratively develop custom indicators with Customer and place into appropriate dashboard

QuickStart Implementation Project Overview (Berlin, Calgary and Dublin versions)

The QuickStart includes services to implement the Starter Indicators and five (5) dashboards.

Project Task	Project Duration	Description
Data Collector Implementation	1 day	Set up of the data collector to collect analytic information from Customer’s ServiceNow production instance for the predefined Starter Indicators
Starter Indicator Implementation	3 days	Implementation of Starter Indicators; four (4) dashboards for Incident Management, Problem Management, Change Management, or Request Management; and one (1) executive dashboard
Dashboard Design Workshop	1 day	Review Starter Indicators and select up to four (4) Starter Indicators per dashboard to report process performance

Performance Analytics Administrator Training Requirements

Prior to the first day of the project, Customer shall designate an administrator who has completed ServiceNow System Administrator Training (sold separately) and all modules of the ServiceNow Performance Analytics Essentials Course (eLearning freely available through the Learning Center on the ServiceNow Community at <http://community.service-now.com/learning-center>). This eLearning course teaches Customer's administrator how to create new indicators, formulas, thresholds and targets, add breakdowns, apply aggregates, and create and edit dashboards. Administrators will learn how to complete full exports of indicator data to csv files, change system configuration settings, alter the data collection files and manage authorizations for end-users.

Performance Analytics Implementation Activities

The QuickStart for Performance Analytics takes Customer through the implementation and configuration of Performance Analytics. This includes building a connection to Customer's ServiceNow production applications, creating indicators and dashboards of the data collected and integrating those dashboards into Customer's ServiceNow instance. The Performance Analytics implementation includes the following activities:

Activity	Tasks
Access to the KPI data repository (Berlin, Calgary and Dublin only)	Users will be set up in the repository for the creation of indicators and dashboards.
Data Collector set-up (Berlin, Calgary and Dublin only)	Creation of the Windows (ODBC) data collector software agent. Build out of SQL query files for all Starter Indicators. Set-up of schedulers and initial historical data collection. Implementation of token access.
ServiceNow access (Berlin, Calgary and Dublin only)	All queries are set-up through the ServiceNow ODBC driver. Specific roles may be required as part of Customer's ServiceNow build. This is dependent on the security set-up on Customer's instance.
Performance Analytics (Berlin, Calgary and Dublin only)	Creation of new functionality in Customer's ServiceNow development instance to display indicators and dashboards.
Indicator set-up	Indicators will be set-up for Starter Indicators mentioned above. This includes all associated data collectors.
Dashboard set-up	Set up dashboards with indicators selected during Dashboard Design Workshop.
Testing	Assist in the testing and data review.
Production cut-over	Work with Customer's ServiceNow system administrator to 'cut-over' from Customer's ServiceNow development environment to production.

The QuickStart will be delivered remotely. Customer administrator will participate in the implementation activities to facilitate knowledge transfer.

Dashboard Design Workshop

The Dashboard Design Workshop guides Customer through a discussion of how to evaluate and select the appropriate indicators to create dashboards from data collected from ServiceNow applications. Up to 4 indicators per dashboard will be selected. From those indicators, up to 4 indicators will be selected for an executive dashboard. This one (1) day workshop is held remotely via a web conference and includes up to three (3) Customer participants for each purchased ServiceNow application. Each Customer participant should have completed the ServiceNow Performance Analytics Fulfiller User Role eLearning before the workshop begins. Outline for the workshop is:

- Workshop kickoff – all participants
- Incident Management dashboard review
- Problem Management dashboard review
- Change Management dashboard review
- Request Management dashboard review
- Executive dashboard review and wrap-up

ServiceNow recommends that the process owners for the relevant IT service management processes attend along with Customer designated Fulfiller Users for Performance Analytics.

ServiceNow Resources

ServiceNow will provide a remote resource to fill the following role during the implementation:

ServiceNow Roles	Responsibilities
Business Process Consultant	<ul style="list-style-type: none"> • Direct and facilitate the workshop session; prepare and provide deliverables. • Implement Performance Analytics; provide technical expertise on the ServiceNow applications as needed.

Customer Required Resources

Customer participation during the implementation is necessary, and the stakeholders should have:

- Thorough knowledge and understanding of Customer's existing ITSM process environment
- Authority to make design decisions regarding classification, assignment, approvals, scheduling, notifications, metrics and reporting

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

Role	Activities
Process Owners	Process owners for Incident, Problem, Change and Request Management.
System Administrator(s)	At least one (1) Customer system administrator must complete ServiceNow Administrator Training (sold separately) no later than the beginning of the QuickStart implementation and be available throughout the project.
Project Manager	Responsible for the project and meet regularly with the ServiceNow business process consultant to review progress and resolve issues.

Prerequisites

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

- Customer must have purchased Performance Analytics, Incident Management, Problem Management, Change Management and Request Management
- Customer must have implemented and have Incident Management, Problem Management, Change Management and Request Management in production
- Customer will provide the required resources as detailed herein and ensure active participation of its designated personnel
- Customer is responsible for testing prior to production deployment
- Customer shall provide ServiceNow with remote access to their ServiceNow instance
- Customer shall provide ServiceNow with remote access to their data repository from Performance Analytics (Berlin, Calgary and Dublin only)
- Customer shall provide a user in their ServiceNow instance with read access to all required ServiceNow tables before the start of the engagement (Berlin, Calgary and Dublin only)

The following services are not included:

- Data collection from third party products
- Unit testing, performance testing, security testing, and integration testing beyond Performance Analytics, Incident Management, Problem Management, Change Management and Request Management
- Services not expressly stated herein

Packaged Service Terms and Conditions

Based on the scope of services and assumptions set forth above, the services herein ("Packaged Service") 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.