Remote Administration Services

Overview

ServiceNow Remote Administration Services provide access to certified consultants who provide technical guidance and remote services to help maintain and enhance Customer's implementation of ServiceNow applications and platform.

Deliverables

The following deliverables are provided for all service levels of Remote Administration Services:

Deliverable	Frequency	Description
Automated Configuration Evaluation (ACE) Report	Monthly	Provides information about potential problem areas within an instance by scanning it against a set of predefined configuration scenarios.
Hours Balance Online	Per Customer's request	Online views detailing how many hours are remaining.

Services

- **Guidance Activities:** Guidance and advice on technical configuration alternatives and answering "how to" questions. ServiceNow can take Customer-developed use cases and generate technical configuration specifications for the implementation.

- **Enhancement Activities:** Technical configuration services for Customer- or third-party-led implementation projects to deploy additional functionality of ServiceNow applications and platform to meet Customer-defined needs.

- **Maintenance Activities:** Perform day-to-day administration work and provide observations regarding current configurations against best practices.

- **Engagement Activities:** Lead planning activities, maintain and execute mutually agreed to plans to complete technical requests, allocate appropriate resources from ServiceNow, and act as a single point of contact. Facilitate status calls to track the technical request progress as necessary.
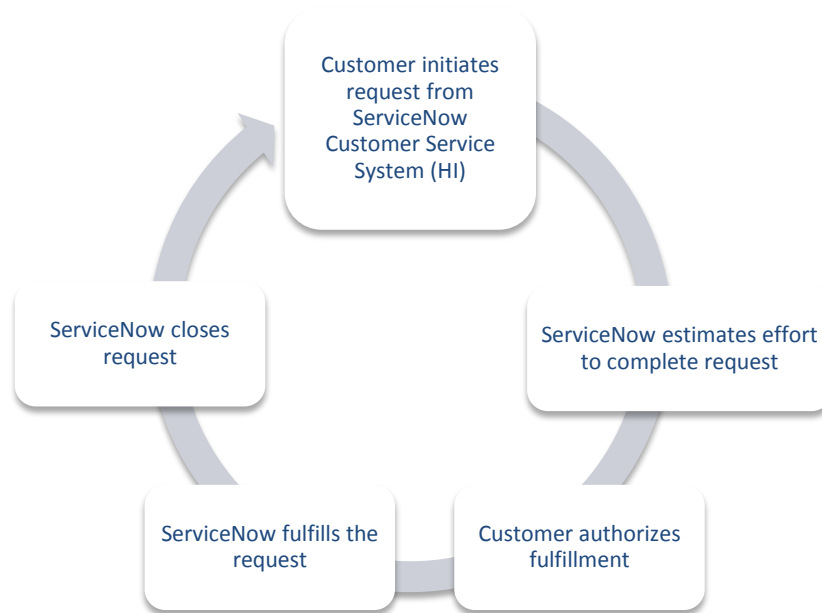
Task	Example Technical Request Types Available	
ACE Report	• Request an ACE scan	• Remediate issues identified by the ACE report as agreed to by Customer and ServiceNow
Content Management System (CMS)	• Configure CMS templates • Configure custom CMS interface • Configure the Self-Service Catalog in CMS	• Tailor out-of-the-box CMS templates (themes and logos)
Email	• Configure events and email notifications • Configure inbound email actions	• Configure labels and views • Reference information from other records
Form Administration	• Add and modify Service Catalog items (requests) • Configure form sections	• Add reference fields • Add related lists • Personalize forms
Integrations	• Configure ServiceNow-side LDAP • Configure ServiceNow-side Okta SSO • Configure ServiceNow-side HP Open View Operations (OVO)	• Configure ServiceNow-side HP Operations Orchestration (OO) • Configure ServiceNow-side for other integrations
Localization	• Configure locales • Configure time zones	• Add languages • Add currency
Managing Data	• Import data using import sets and transforms • Configure users, groups, companies, locations, departments, etc.	• Configure group on call rotation • Configure CMDB • Create update sets for changes
Navigation and UI Configuration	• Configure applications and modules • Configure CSS theme	• Configure UI Actions
Reports	• Configure homepages and gauges • Configure public reports	• Configure reports • Configure service level agreements (SLAs) and operational level agreements (OLAs)
Security	• Configure access control list (ACL) rules Configure contextual security	• Configure role delegation
Workflow	• Configure approval activities • Configure rollback activities • Set conditions for activities	• Configure notification activities
Remote Services	• Assist with cloning activities • Configure business rules • Request for ServiceNow documentation • Provide upgrade assistance	• Provide go-live assistance • Provide cursory evaluation of Customer instance • Update designated requestor(s)

Process

Once the Remote Administration Services are initiated and the two (2) personnel designated by Customer to use the service ("Designated Requesters") are trained on its use, the Designated Requesters can initiate a request for the service. 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. Hours are updated as they are used. After Customer has confirmed completion, ServiceNow will close the request.

Customer initiates request from ServiceNow Customer Service System (HI)

ServiceNow estimates effort to complete request

Customer authorizes fulfillment

ServiceNow fulfills the request

ServiceNow closes request

Prerequisites

Customer must complete and maintain the following in order for the service to begin and continue:

- Customer's production and sub-production instances must be remotely accessible by ServiceNow. Customer shall provide any required remote access technology for instances with IP filtering at Customer's cost.
- Customer (and Designated Requestors) must have access to the ServiceNow Customer Service System (HI) and have active user accounts.
- Customer shall assign and communicate to ServiceNow the names of the two (2) Designated Requesters.

Service Exclusions

- No Orchestration implementation or configuration
- No Discovery implementation or configuration
- No ServiceWatch implementation or configuration
- No project management roles in project-based implementation

Program Terms

- ServiceNow will plan and coordinate a kickoff meeting for the service package ordered as well as meetings to facilitate planning activities deemed necessary to complete technical requests. These hours used to manage the Remote Administration Services will be deducted from the remaining balance.
- 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.
- Remote Administration Services are not available to: (i) Customers not hosted in a ServiceNow data center; or (ii) customers requiring security clearance. Remote Administration Services are provided in English, Monday through Friday from 8 AM to 8 PM EST.
- ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to 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.

Monthly Service Packages

The following monthly service packages are available:

Monthly Service Package Options				
Hours per month	10	20	40	80
Rollover hours (maximum unused hours available from previous month)	0	10	20	40

Monthly Service Program Terms

- Each order shall be paid in advance and must be for a minimum of three (3) months of service ("Service Period").
- Customer may purchase 10, 20, 40 or 80 hours of service per month.
- For each month of paid service, Customer may carry over no more than fifty percent (50%) of the purchased and unused hours from the previous month (as stated above in the row "Maximum unused hours available from previous month" as applicable to their current service package status).
- Customer may not use the purchased hours from the next subsequent month to pay for the service provided in the current month.
- Customer may upgrade to a different available monthly service level during the Service Period and pay the difference in service fees. A credit will be calculated for the purchased and unused number of hours. Customer will then be enrolled under the new service level for at least three (3) months of service starting from the next subsequent billing period. Customer may not change to a lower service level after purchase.
- Rollover hours from an expiring package can be rolled over to a new package provided there is no lapse in contract coverage.

OnDemand Program Terms

- Each order for OnDemand Remote Administration Services must be for a minimum of 40 hours of service.

- Each order shall be paid in advance and is valid for twelve (12) months from the date of purchase ("Service Period") as reflected on the ordering document signature date.

- OnDemand Remote Administration Services shall be deemed complete and accepted by Customer with no further obligation by ServiceNow upon Customer using all of the hours purchased or one (1) year from the date of purchase, whichever occurs first.

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 ("Packaged Service") 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 THE SERVICE PERIOD OR WITHIN 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDERING DOCUMENT, WHICHEVER OCCURS FIRST. ANY PURCHASED AND UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. Customer shall reimburse ServiceNow or Reseller for travel expenses (if any) that are pre-approved in writing incurred during the performance of the professional services, training and other services.