

Remote Administration Services

Overview

ServiceNow Remote Administration Services provide the customer with access to a team of certified system administrators who deliver technical guidance and services to assist the customer in using the ServiceNow applications and platform features.

Deliverables

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

Deliverable	Frequency	Description
Remote Services Report	Monthly	Provides details on all requests made for the service, and includes both open and closed requests for the past month.
Hours Balance Online View	Per customer request	Online view detailing how many hours are remaining.
Hours Balance Report	Monthly	A monthly statement of hours used and hours remaining. For monthly contracts, hours available for rollover are reported.

Services

- **Guidance Activities** – guidance on technical configuration alternatives. ServiceNow can take customer developed use cases and generate technical configuration specifications for implementation.
- **Maintenance Activities** – configuration of the ServiceNow applications and platform features to meet customer defined requirements.
- **Enhancement Activities** – technical configuration support for customer or third party led implementation projects to deploy additional application functionality.

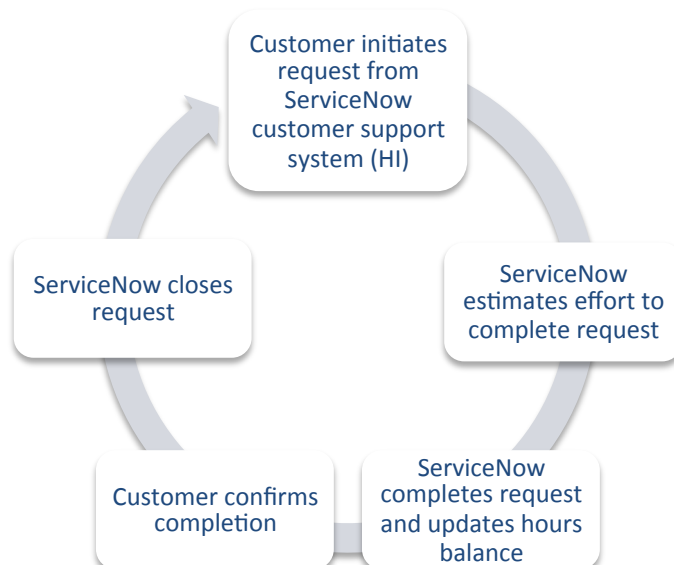
Examples of Technical Request Types Available

Users, Groups & Role Administration	<ul style="list-style-type: none"> • Create/modify users • Create/modify groups 	<ul style="list-style-type: none"> • Create/modify roles • User roles audit reporting
Incident, Problem and Change Management	<ul style="list-style-type: none"> • Personalize lists • Create/modify filters 	<ul style="list-style-type: none"> • Workflows • Personalize forms
Configuration Management (CMBD)	<ul style="list-style-type: none"> • Create/modify configuration item (CI) 	<ul style="list-style-type: none"> • Create/modify CI map
Service Catalog	<ul style="list-style-type: none"> • Create/modify catalog item • Create/modify approval workflows 	<ul style="list-style-type: none"> • Create/modify order guides/bundles

Examples of Technical Request Types Available		
Knowledge Management	<ul style="list-style-type: none"> Add knowledge articles to the Knowledge Base 	<ul style="list-style-type: none"> Import knowledge articles
Importing and exporting data	<ul style="list-style-type: none"> Create/modify data imports and transform maps 	<ul style="list-style-type: none"> Import data from a flat file Integrations to an external data source are excluded
Events & notifications	<ul style="list-style-type: none"> Create/modify email notifications 	
Business rules	<ul style="list-style-type: none"> Develop/evaluate/update business rules 	
Workflow	<ul style="list-style-type: none"> Develop/evaluate workflows 	
JavaScript	<ul style="list-style-type: none"> Client and server scripting 	
SLA	<ul style="list-style-type: none"> Create/modify SLAs 	
Notifications	<ul style="list-style-type: none"> Create/modify email notifications 	
Email actions	<ul style="list-style-type: none"> Create inbound email 	<ul style="list-style-type: none"> Create outbound email
Reports & homepages	<ul style="list-style-type: none"> Create/modify reports Create/modify gauges 	<ul style="list-style-type: none"> Create/modify homepages
User interface	<ul style="list-style-type: none"> Create Employee Self Service Portal Create/modify CSS and HTML 	<ul style="list-style-type: none"> Create user interface for ServiceNow platform Create localization
Social	<ul style="list-style-type: none"> Activate Live Feed 	<ul style="list-style-type: none"> Activate Chat
Automated Configuration Evaluation (ACE)	<ul style="list-style-type: none"> Scan customer instances for alignment with technical best practices 	<ul style="list-style-type: none"> Generate ACE report to provide current state and any recommended improvements

Process

Once the Remote Administration Services are initiated and the personnel designated by the 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. When the requested service is completed, the balance of available hours is updated. After the customer has confirmed completion, ServiceNow will close the request.



Prerequisites

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

- The customer's production and sub-production instances 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 the Designated Requesters.

Service Exclusions

- No integration configuration or implementation
- No Orchestration implementation or configuration
- No Discovery or MID Server implementation or configuration
- No lead roles in project based implementation

Program Terms

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.

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 only.

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.

Monthly Service Packages

The following monthly service packages are available as stated below.

<i>Monthly Service Package Options</i>				
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 at least three (3) months of service ("Service Period").
- The customer may purchase 10, 20, 40 or 80 hours of service per month.
- For each month of paid service, the customer may only carry over purchased and unused hours from the previous month limited to no more than fifty percent (50%) of the purchased hours as stated above in the row "Maximum unused hours available from previous month" as applicable to their current service package status.

- The customer may not use the purchased hours from the next subsequent month to pay for the service provided in the current month.
- The 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. The 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. The customer may not change to a lower service level after purchase.
- If the customer has a request that needs to be completed in a given month for which there are not enough hours remaining, the request can be completed at the customer's direction and the excess hours will be billed to the customer at the end of the month at ServiceNow's service rate as stated in the ordering document. The customer shall pay all amounts within thirty (30) days after the date of invoice unless stated otherwise in the applicable ordering document.

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").
- OnDemand Remote Administration 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 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 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 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.