

ServiceNow Load Testing

Overview

ServiceNow Load Testing provides customers with services to test performance and simulate planned load increases to model a new implementation before going live. Available offerings include:

- **ServiceNow Assisted Load Testing** – when load testing is led by either the customer or a third-party, this service offers assistance performed by ServiceNow.
- **ServiceNow Managed Load Testing** – load testing is performed by ServiceNow consultants and uses ServiceNow’s performance evaluation platform to test multiple “what if” scenarios without impacting the customer’s production environment.

Services delivered for Assisted Load Testing and Managed Load Testing are indicated below.

Services Delivered	Assisted Load Testing	Managed Load Testing
Pre-Engagement Interview with Customer Stakeholders	✓	✓
ServiceNow Executed Load Testing		✓
Load Test Results Review Report		✓
Load Testing Best Practice Workshop	✓	
Monitoring of Customer or Third Party Executed Load Testing	✓	
Post Go-Live Performance Assessments	✓	✓

Assisted Load Testing Description

The ServiceNow Assisted Load Testing for customer or third party led load testing includes:

- Pre-engagement interview with the customer’s stakeholders to understand the customer’s load testing process
- Load Testing Best Practices Workshop in advance of the testing period
- During the load testing, a ServiceNow consultant will assist in the monitoring of up to four (4) tests as they run and make recommendations on tuning the instance and/or tests
- Post go-live performance assessments on (1) the day of, (2) two days after, and (3) one week after the go-live event

Load Testing Best Practices Workshop – This four-hour workshop offers customers the experience and lessons learned from ServiceNow professional services technical consultants over hundreds of deployments. The workshop is delivered remotely by a certified ServiceNow consultant and covers:

- Scalability, maintainability, and performance of the customer’s ServiceNow instance
- Best practices for load testing the ServiceNow Service Automation Applications and the ServiceNow Service Automation Platform Suite

- Answers to in-scope questions from the customer
- Review of the ServiceNow Load Testing Best Practices Guide

Pre-requisites - Before ServiceNow can begin the service, the following tasks must be completed:

- Scheduling of the Load Test Best Practice Workshop prior to the creation of the ServiceNow load test execution scripts
- Access to the customer production and non-production instances is provided to ServiceNow
- Target instance/infrastructure identified and procured
- Specific resources from the customer's organization need to be available as stated below

Managed Load Testing Description

The ServiceNow Managed Load Testing models a new implementation before going live to test for compliance, validate significant code changes in a production instance, test infrastructure changes, and simulate planned load increases. A pre-engagement interview with administrative and developer contacts is conducted to determine specific performance areas needing focus.

ServiceNow Managed Load Testing – ServiceNow performs an investigation of the system under simulated production load and includes an analysis of instance metrics, background processes, event queues and error logs. Managed Load Testing includes the following:

- Execution of load tests using ServiceNow's testing framework
- Review of metrics under the simulated production load
- Review of error logs for potentially critical errors
- Analysis of client side ServiceNow configurations that may impact performance including network, server, database, and the application layer including server side scripting and logic (excluding client script execution, email, functional, and stress testing)
- Load testing for three (3) ServiceNow applications (excluding integrations, Discovery, and Orchestration)

Note that the Managed Load Testing excludes reviews of design, process, strategy, governance, pre-production testing, and functionality testing.

Load Test Results Review Report – Following the Managed Load Test, a review report is delivered containing:

- Overall test results and findings
- Test results for three (3) in-scope ServiceNow Service Automation Applications
- Findings and recommendations for the ServiceNow Service Automation Platform Suite and each ServiceNow Service Automation Application within scope

Pre-requisites - Before ServiceNow can begin the load test, the following tasks must be completed:

- Customer production environment is cloned
- Customer completes ServiceNow Load Testing questionnaire
- Access to customer production and non-production instances is provided to ServiceNow
- Target instance/infrastructure identified and procured
- Target instance code must be production ready
- Specific resources from the customer's organization will need to be available as stated below

ServiceNow Provided Resources

ServiceNow provides the following resources for the load testing services:

ServiceNow Resources	Responsibilities
Engagement Manager	Lead project planning, follow the project plan, allocate appropriate resources from ServiceNow, act as a single point of contact.
Professional Services Consultant	Remotely perform the services and provide technical expertise during the load testing.

Required Customer Resources

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

Customer Resource	Responsibilities	Managed Load Testing	Assisted Load Testing
Project Manager	Resource responsible for the project, meet with the ServiceNow professional services consultant, provide access to the required resources, and drive the actions from the review.	✓	✓
Load Test Design and Execution Team	Resources who will design, perform or evaluate the load test plans or scripts.		✓
Process Owners	Resources responsible for the ServiceNow applications processes that will be included in the load test scope.	✓	
System Developer	A customer ServiceNow developer must be available throughout the duration of the project.	✓	✓
System Administrator(s)	Up to 2 customer ServiceNow administrators must be available throughout the duration of the project.	✓	✓

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 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

Packaged Service Terms and Conditions

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.