



Configuration Review Enterprise

Overview

ServiceNow Configuration Review Enterprise, assesses configurations within a customer's ServiceNow subproduction instance to identify the impact of such configurations.

ServiceNow HealthScan is a tool that helps customers better understand and improve their instance health. Built on ServiceNow best practices, ServiceNow HealthScan scans the customer's ServiceNow subproduction instance and provides data points on upgradeability, performance, and manageability, with the ability to obtain details down to a particular product within the ServiceNow instance. The Configuration Review will be performed by a ServiceNow technical consultant or solution architect who has obtained ServiceNow Certified System Administration and Certified Implementation Specialist certifications and the ServiceNow Configuration Review accreditation ("ServiceNow Configuration Consultant").

ServiceNow Configuration Review Options

ServiceNow Configuration Review Enterprise is available in two (2) levels of engagement: Configuration Review and Extended Configuration Review. Services delivered for each level of engagement are indicated below.

Services Delivered	Configuration Review Enterprise	Configuration Review Enterprise Extended
Automated technical best practices scan of the configurations in the Customer's ServiceNow subproduction instance	Yes	Yes
1.5 hour webinar overview of the Configuration Review findings and recommendations report with a ServiceNow Configuration consultant	Yes	Yes
Diagnostics of trouble areas that impact performance, manageability and upgradeability	Yes	Yes
Manual review of the configurations and settings in the customer's ServiceNow subproduction instance by a ServiceNow Configuration Consultant to inspect items not included in the automated scan	Yes	Yes
Review of the reporting, gauges, dashboards and home pages in the customer's ServiceNow subproduction instance for providing recommendations to the customer with respect to best practices and remediation	Yes	Yes
Review of the performance of forms and list display layout for providing recommendations to the customer with respect to best practices and remediation	Yes	Yes



All activities included above, on domain-separated instance	No	Yes
All activities included above (with exception of domain-separation) on self-hosted instance (see "Prerequisites" for additional requirements)	No	Yes

Note that the following may be purchased separately and are not offered with the purchase of the ServiceNow Configuration Review: configuration reviews of ServiceNow Discovery, Service Mapping, Workflow, Social, Mobile, Service Level Management, Service Portal, Survey Management, Custom Applications and integrations with the ServiceNow instance. The Configuration Review is a platform review and not application-specific.

ServiceNow Configuration Review Activities Below is a description of the ServiceNow Configuration Review activities and related review report:

Description	Review Report includes
Review of the customer's configurations in the customer's subproduction instance of ServiceNow to identify the impact on coding standard, manageability, performance, and upgradeability	<ul style="list-style-type: none"> List of specific findings ServiceNow instance status overview on manageability, performance and upgradeability Findings and recommendations for the customer's ServiceNow subproduction instance (additional activities for implementing such recommendations are not included)

The Configuration Review Enterprise and Configuration Review Enterprise Extended may include findings from interviews with customer personnel, including key individuals and end-users, and their observations of the ServiceNow applications. The interviews may be conducted remotely or onsite as determined by ServiceNow.

Note that reviews of design, process, strategy, governance and pre-production testing are excluded. Implementation of any recommended activities resulting from the Configuration Review are excluded.



ServiceNow Provided Resources

ServiceNow will provide the following resources for the review:

ServiceNow Resource	Responsibilities
Engagement Manager	Lead project planning, provide implementation expertise, follow the project plan, allocate appropriate resources from ServiceNow, act as a single point of contact.
ServiceNow Configuration Consultant	Complete the instance assessment and delivery of the specified report containing findings and recommendations from ServiceNow.

ServiceNow may at any time engage a third-party subcontractor to fulfill all or part of ServiceNow's obligations hereunder and the customer acknowledges that such third-party subcontractor may process Customer Data in order to provide the packaged Services hereunder. Customer shall be solely responsible for granting ServiceNow and subcontractor personnel access to Customer's instance(s) of the Subscription Service. ServiceNow is solely responsible for the acts or omissions of subcontractors. ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the customer's account. ServiceNow may engage its own ServiceNow Professional Services employees from its global services resources in completion of these Packaged Services.

Customer Provided Resources

Customer will provide the following resources for the engagement. The same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
Project Manager	Responsible for the project, meet with the ServiceNow Engagement Manager and professional services consultant, provide access to the required resources, and drive the actions from the review.
Systems Developer(s)	Responsible for development activities on the ServiceNow platform. Meet with the ServiceNow engagement manager and professional services consultant and provide feedback on challenges and pain points to the ServiceNow environment.
System Administrators	Up to 2 customer ServiceNow system administrators must be available during the review period. Responsible for maintenance and configuration of the ServiceNow platform. Meet with the ServiceNow professional services consultant and provide feedback on challenges and pain points of the ServiceNow environment.
Service Owner	Responsible for overall ownership and day-to-day activities of the ServiceNow instance. Meet with the ServiceNow engagement manager



	and professional services consultant and provide feedback on challenges and pain points to the ServiceNow environment.
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Prerequisites

Before ServiceNow can begin the review, the customer must complete the following pre-requisite tasks:

- Customer ServiceNow production environment is cloned to a subproduction instance. ServiceNow performs the Configuration Review on the subproduction instance.
 - Note: ServiceNow does not perform Configuration Reviews on production instances, to avoid issues related to the integrity and availability of the customer's production data.
- Customer shall have completed the Configuration Review questionnaire for the Configuration Review Enterprise or the Configuration Review Enterprise Extended.
- Customer has provided remote admin access to the ServiceNow delivery consultants to the customer's ServiceNow subproduction instances.
- Additional access and information will be required from customers in self-hosted environments, including access for local installation of ServiceNow HealthScan.
- Customers hosted in ServiceNow's FedRAMP datacenter are excluded from the Configuration Review Enterprise Service.

Travel & Expense

Except as otherwise specified, ServiceNow will provide the services remotely. All reasonable travel, meals, and living expenses for ServiceNow personnel who travel in support of the Expert Services shall be billable at cost and all such expenses shall be borne solely by the customer. Unless otherwise agreed to by ServiceNow and the customer, all services provided under this Expert Service will be delivered remotely to maximize the flexibility of all resources.

General

ServiceNow is in the business of providing IT service management applications and other applications on the ServiceNow platform and consulting services drawing upon the knowledge, understanding and expertise ServiceNow has gained in the course of working with many other customers. Nothing in this Service Description shall assign rights in or limit ServiceNow's use of any know-how or knowledge pertaining to the ServiceNow intellectual property rights or technology. ServiceNow shall have a fully-paid, royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to use



any suggestions, enhancements, recommendations or other feedback provided by Customer and its users relating to the ServiceNow product or services.

LIMITED EXPERT SERVICES WARRANTY. ServiceNow warrants that the Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in this Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Services in conformance with these warranty requirements or shall terminate the affected Services and refund to Customer any amounts paid for the non-conforming Services. This Section sets forth Customer's exclusive rights and remedies (and ServiceNow's sole liability) in connection with this warranty.

DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SERVICE DESCRIPTION, THE SERVICES PROVIDED HEREUNDER AND ANY ACCOMPANYING DELIVERABLE ARE PROVIDED "AS-IS" WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND AND, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SERVICES AND ANY ACCOMPANYING DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR.

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EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT



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Packaged Service Terms and Conditions

Customer agrees to pay the total fee amount on the related Order Form. ServiceNow will provide the Packaged Services as described herein limited to those ordered on the Order Form: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the underlying master agreement executed by the parties, if any ("Agreement"); 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 <https://www.servicenow.com/upgrade-schedules.html>. In the event of any inconsistency or conflict between the Agreement or the Subscription Service Agreement and this Service Description, the terms of this Service Description shall control with respect to the Packaged Services set forth herein.

ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, CANNOT BE USED FOR SERVICES OTHER THAN FOR THOSE PURCHASED, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED MUST BE CONSUMED WITHIN 12 MONTHS FROM THE ORDER FORM EFFECTIVE DATE. 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.