

ServiceNow Self-Hosted Services

Overview

ServiceNow Self-Hosted Services are two (2) available packaged services that provide guidance and review of the configurations, reliability, scalability and system performance of the ServiceNow software that is hosted on Customer infrastructure. The Self-Hosted Technical Workshop and the Self-Hosted Assessment provide specifications and recommendations to align Customer's systems and configurations with ServiceNow requirements and best practices. Certified ServiceNow consultants will perform these services.

Deliverables

Below are descriptions of the Self-Hosted Technical Workshop and Self-Hosted Assessment deliverables:

Service	Description	Deliverable Includes
Self-Hosted Technical Workshop	Best practice guidance on the technical infrastructure required to design and support a ServiceNow implementation hosted on Customer infrastructure, including detailed installation instructions and purchasing recommendations.	<p>One (1) day remote workshop delivered via WebEx or similar conferencing service</p> <ul style="list-style-type: none"> Cover Workshop content with Customer Address any in-scope questions or comments from Customer Deliver Workshop report of discovered custom or non-standard deviations
Self-Hosted Assessment	An in-depth evaluation of Customer's existing technical infrastructure being used to support their ServiceNow implementation, including the reliability, scalability and performance of the ServiceNow application stack.	<p>Half-day remote assessment review meeting to cover the following topics:</p> <ul style="list-style-type: none"> Detailed review of the findings documented in the Assessment Review Report regarding Customer's implementation of the ServiceNow software in its infrastructure Q&A

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Self-Hosted Technical Workshop

This workshop provides new self-hosted customers the guidelines for deploying and managing the ServiceNow software in their own infrastructure environment and should be purchased and used prior to the customer's procurement or configuration of any related hardware.

Topics covered during the one (1) day remote workshop include:

- Architecture Overview
- Terminology
- Load Balancing Configuration
- High-Availability
- Disaster Recovery
- Customizations
- Hardware Requirements
- Application Server Configuration
- Database Configuration
- Monitoring
- Scaling
- Troubleshooting

Self-Hosted Assessment

The ServiceNow Self-Hosted Assessment addresses the reliability, scalability and performance after the implementation of the ServiceNow application stack for existing self-hosted customers. The Assessment provides recommendations to align Customer's systems and configurations with ServiceNow requirements and best practices.

The ServiceNow Self-Hosted Assessment provides an in-depth evaluation of the following technical infrastructure components:

Component	Assessment Description
Database Server	Examination of the configuration, performance and operating state of the production database system, including but not limited to operating parameters, query performance, memory usage and connection management.
Application Server	Review key indicators of the production application servers to assess JVM memory usage, user sessions, request volume, response time and other metrics that will provide insight into the overall health of the application tier.
Load Balancers	Analyze application server utilization by validating configuration of the load balancer persistence method, application of a proper load-balancing type/algorithm and effective SSL termination.
System Monitoring	Inspection and analysis of the current systems management tools, metrics and processes in place to proactively identify system or connectivity issues directly related to the ServiceNow platform.
Capacity Management	Assessment of technical architecture components for proper sizing, quantity and placement given the current transaction volumes and future expansion plans.

Component	Assessment Description
Architecture Standards	Document discovered deviations of the self-hosted implementation from current ServiceNow infrastructure standards.
High Availability	Evaluate the mechanisms in place for rapid recovery or failover to ensure high application availability.

Prerequisites and Details

Before ServiceNow can begin a Self-Hosted Service, certain tasks must be completed and specific resources from Customer's organization will need to be available as stated below. Included services are detailed as follows:

Service	Prerequisite Details
Technical Workshop	<ul style="list-style-type: none"> Customer completes the Self-Hosted Technical Workshop Questionnaire Customer attends pre-workshop call with ServiceNow to review the completed questionnaire and schedule the workshop ServiceNow technical consultant prepares course deliverables Attendees have completed the ServiceNow System Administration training or have relevant ServiceNow application experience Attendees have optionally completed the Scripting in ServiceNow training or have relevant ServiceNow scripting experience
Assessment	<ul style="list-style-type: none"> Customer completes the Self-Hosted Assessment Questionnaire Customer attends pre-assessment call with ServiceNow to review the completed questionnaire ServiceNow technical consultant performs assessment of Customer's infrastructure components and configurations used for ServiceNow implementation ServiceNow technical consultant documents findings and any recommendations in the Assessment Review Report

ServiceNow-Provided Resources

ServiceNow will provide the following resource(s):

ServiceNow Resource	Responsibilities
Professional Services Consultant	Will deliver the services as described in this document

Required Customer Resources

Customer will provide the following resources and make them available throughout the duration of the service engagement (note that multiple responsibilities may be filled by the same Customer personnel):

Customer Resource	Responsibilities
Linux System Administrators	Senior level Linux System Administrators that will be responsible for following ServiceNow OS configuration guidelines and hosting the application.
MySQL/Oracle DBAs	Senior level DBAs that will be responsible for following ServiceNow database configuration guidelines and hosting the application.
ServiceNow System Administrators	Principal ServiceNow System administrators/developers (that preferably have completed the ServiceNow Administrator course) must be available throughout the duration of the project.
Network Engineers	Networking members responsible for loading balancing and firewall configuration.

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 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 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDERING DOCUMENT. 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 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 to ServiceNow, 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.