

Application Portfolio Management (APM) Accelerated Implementation

Overview

The ServiceNow Application Portfolio Management (APM) Accelerated Implementation leverages a version of the ServiceNow Implementation Methodology (SIM) and professional services resources to enable customers to begin using and adopting APM within their enterprise. The Accelerated Implementation will create a foundation for a comprehensive inventory of applications via a central, attribute-rich repository of information that will materialize after a streamlined succession of workshops, discovery, data aggregation, verification, and knowledge transfer.

Package Description

ServiceNow APM Accelerated Implementation provides ServiceNow best practice guidance, while performing essential activities for installation and configuration of the Application Portfolio Management solution.

The APM application is a robust product comprised of different modules including application portfolio management, technology portfolio management, and business capability mapping. This APM Accelerated Implementation is designed to enable a foundational module, specifically Application Portfolio Management ("in scope modules"). ServiceNow personnel will work with customer subject matter experts to:

- Conduct workshop(s) to jointly understand the application landscape by identifying disparate sources of application information, determining the common application attributes, categorization hierarchy to create a single source of truth according to stakeholder needs, and planning the application visibility.
- Install Application Portfolio Management plugin(s), modify application inventory forms to enable the capture of up to ten (10) custom fields/attributes, upload existing customer-provided & cleansed business application data, and enable out-of-the-box reports and list views, including the "my applications" view.
- Facilitate and demonstrate classification of up to one hundred (100) inventoried applications to enable customers to organize, track, compare and contrast applications with common attributes such as application category, category group, application family, business process, and/or software models.
- Review the out-of-the-box application indicators (no new ones) which are the key metrics used to assess classified applications across multiple dimensions such as cost, quality, technical risk, investments, user satisfaction, and business value.
- Review the out-of-the-box application score profiles, explain how business application scores are calculated from each underlying indicator, and how those scores can be used to assess, compare, and make strategic investment or divestment decisions about which applications to keep, replace, maintain, or require additional investment.

- Review how the application score can be manually set/overridden as needed, how calculated scores can be generated/regenerated periodically, and how (in future phases) customized application indicators and/or score profiles can be created.
- Configure the necessary data to enable the interactive bubble chart analysis for up to three (3) application categories to demonstrate how association with the defined strategy, calculated application scores, and applications per category can be visualized for application dispositions and decision-making.
- Identify one (1) application management strategy from the bubble chart insights and demonstrate how to configure associated program, goal, and plan so that demands and/or projects can be related to it. This will demonstrate how bubble chart insights can lead to the identification of actionable strategies.

Package Implementation Activities

ServiceNow resources with the assistance of the identified customer resources will perform the following activities:

Activities	Description
Kickoff Workshop	<ul style="list-style-type: none"> • Schedule the Kickoff Workshop • Introduce the ServiceNow Consulting team responsible for delivering the engagement & review customer roles/responsibilities. • Provide an overview of and demonstrate current APM solution out-of-the-box functionality • Determine the three (3) target application categories
Install & Test Modules	<ul style="list-style-type: none"> • Advise internal customer personnel on the application inventory data elements required to be available/collected to provide the desired insights, format needed for import file of applications, and map them to the APM model • Complete a technical validation of the implemented modules to confirm proper installation, access, and functioning • Perform the bulleted activities contained in the "Package Description" section above for each module listed as in-scope
Summarize Insights	<ul style="list-style-type: none"> • Jointly analyze the applications in the specified categories for rationalization opportunities, discuss plausible options for turning visualization insights into demands, goals, and strategies, and formulate a target list of categories for future configuration
Knowledge Transfer	<ul style="list-style-type: none"> • Conduct a half day knowledge transfer session with the actively involved customer project personnel

ServiceNow Provided Resources

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

ServiceNow Resource	Responsibilities
Engagement Manager	<ul style="list-style-type: none"> • Provide access to project planning, deliverable creation, issue tracking, and status reporting templates • Facilitate tracking of the project scope, timeline, task completion, resource utilization, issues, and status • Publish standardized project status reports against the package project plan template on a weekly basis
Business Process Consultant	<ul style="list-style-type: none"> • Facilitate the Kickoff Workshop, documents defined scope, and identifies potential gaps to be filled in future phases • Assist with summarization of results, identification of valuable insights, & preparation of knowledge transfer assets • Advise on common usage practices, processes, and approaches for extending the rollout beyond the current scope
Technical Consultant	<ul style="list-style-type: none"> • Convey environmental requirements, performs installation & configuration activities, validates solution function, and assists with interpreting solution outputs • Conduct knowledge transfer exercises for designated customer personnel who actively participated in the project

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
ServiceNow System Administrator	<ul style="list-style-type: none"> Has completed the ServiceNow certified systems administrator training & is familiar with the customer's current implementation Owns or has access to the platform owner & the ability to broker required system configuration changes
Senior Internal Application Architect / Portfolio Owner	<ul style="list-style-type: none"> Possesses the knowledge or access to resources that can approve process change recommendations & assess solution insights
Functional/Process Owners	<ul style="list-style-type: none"> Has a broad understanding of the organizations business applications landscape, application criticality, and supported business functions Possesses the knowledge or access to resources that can assist with finding, accessing, consolidating, and formulating import files required to configure the APM core functionality

Implementation Prerequisites

The ServiceNow APM Accelerated Implementation Packaged Service requires the customer's active participation and coordination for project success. The following requirements must be met. Delay by Customer with respect to the below items may cause delay or preclude ServiceNow's ability to provide the Packaged Services:

- Customer has licensed the required ServiceNow Platform and ITBM components for the defined scope.
- Customer has access to the ServiceNow customer support portal (Hi) and identifies a technical lead to report/manage any related support tickets.
- Customer has an existing non-production ServiceNow APM instance on which to execute the install, feature enablement, and/or testing activities.
- Customer has upgraded all instances to ServiceNow's London Release Family, or higher.
- Customer has provided remote access to the ServiceNow delivery consultants to the customer's ServiceNow production, test, and/or development instances.
- Customer understands that configuration activities are limited to the installation and setup of the base product capabilities (no product customizations will be performed).
- Customer makes the required internal personnel defined above available for the duration of the project on a scheduled & ad-hoc basis to meet defined timelines.
- Customer technical personnel shadow, or participate as appropriate, ServiceNow personnel while the in-scope configuration is performed (e.g. application classification) to facilitate knowledge transfer upon conclusion of Packaged Services.
- Customer functional personnel shadow ServiceNow personnel while the in-scope process & insight analysis is performed to support adoption of solution outputs.

- Customer personnel assumes responsibility for developing/executing a User Acceptance Test (UAT) plan(s), migration to production, and post implementation support.
- Customer sends at least two technical personnel to ServiceNow APM training courses (Education Services purchased separately).
- Customer promptly provides the necessary process decisions, environment access, and/or data for completion of the configuration activities within the defined timeframe.
- Customer will provide, when necessary, appropriate work areas, including Internet access, for ServiceNow consultants when they are onsite.

Package Exclusions

- Solution design and/or configuration recommendations beyond the scope set forth herein.
- Data collection for any purpose including module installation and/or feature setup.
- Historical information, gathering, analysis, normalization, cleansing, or conversion.
- Creation/support of inbound or outbound interfaces not expressly stated as in-scope.
- External security integration, bulk user loads, and/or mass user level permissions testing.
- Performance of regulatory, policy, or any other testing not expressly stated as in-scope.
- Creation/Editing of end user training materials and/or execution of end user training.
- Formal documentation of the solution beyond standard project working materials.
- Hands-on production migration and/or post production project team resource support.
- Any Professional Services not expressly stated herein.

Travel & Expense

All reasonable travel, meals, and living expenses for ServiceNow personnel who travel in support of the Packaged Services shall be billable at cost and all such expenses shall be borne solely by the customer.

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 PROFESSIONAL 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.

LIMITATIONS OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THIS SERVICE DESCRIPTION OR THE SERVICES PROVIDED HEREUNDER WHETHER BY CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; AND

(3) CUSTOMER'S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER OR TAXES APPLIED THERETO.

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 DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION, EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

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 <http://www.servicenow.com/schedules.do>. 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.