Discovery Implementation Services

Overview

ServiceNow Discovery Implementation Services offer assistance to customers who are implementing ServiceNow Discovery. Available services include remote assistance in the initial installation and configuration of and best practice guidance in the implementation of Discovery. ServiceNow offers these services in the QuickStart and Enhanced packages as described below.

	QuickStart	Enhanced
Application Implementation		
Discovery	Assistance	Assistance
Service Delivery Location	Remote	Remote
Discovery Best Practice Guidance	Included	Included
Configuration Services		
Discovery Configuration	Assistance	Assistance
MID Server Placement and Tuning	Assistance	Assistance
IP Allocation	Guidance	Guidance
Discovery Schedule Execution Planning	Assistance	Assistance
Included Devices		
Devices and Applications defined on the ServiceNow Wiki section: Data Collected By Discovery (http://wiki.servicenow.com/index.php?title=Data_Collected_by_Discovery)	Included	Included
Custom Hardware Class devices (including custom attributes) not specifically defined on the ServiceNow Wiki section: Data Collected By Discovery (see #3 below)	Not Included	Included
Custom Application Class Items not specifically defined on the ServiceNow Wiki section: Data Collected By Discovery	Not Included	Included

Notes:

1. *Guidance* consists of ServiceNow answering questions from the customer.

2. *Assistance* consists of ServiceNow answering questions from the customer and providing remote hands-on assistance in setting up, tuning and configuring Discovery.

3. A *"Discoverable Device"* is a device with a unique IP address discovered by Discovery available to be discovered on ServiceNow supported protocols (WMI/Powershell, SSH, SNMP, CIM).

QuickStart for Discovery Services

The QuickStart for Discovery includes:

Service	Description	Service Includes
Discovery Implementation	Remote sessions to help advanced administrators in the initial installation and configuration of Discovery. Prepares the customer administrator to utilize and maintain their Discovery deployment.	• Review the product architecture and best practices of deployment options • Review local requirements and offer guidance on the platform capabilities to meet the same • Answer questions asked via email or phone regarding the initial configuration of Discovery • Ensure population of defined 'Out Of Box' class devices and attributes • Provide guidance in diagnosing and resolving common errors
Best Practice Guidance	Knowledge Transfer of ServiceNow best practices for utilizing Discovery and its day-to-day management.	Guidance in: • MID Server management for the host and the application • Probes and sensor execution • Troubleshooting • Local process Guidance including outlining daily activities to maintain Discovery (e.g., checking logs, monitoring activity, etc.)

Discovery Enhanced Implementation Services

The Enhanced package has the QuickStart Foundation and:

Service	Description	Service Includes
Discovery Implementation	Remote sessions to help customer *Discovery* administrators in the installation and configuration of the Discovery Application. Prepares the customer administrator to utilize and maintain their Discovery deployment.	• Review of the product architecture, local requirements and best practices implantation of the Discovery Application • Review and assessment of local requirements and offer guidance on the platform capabilities to meet the same • Development assistance of *agreed upon c*ustom Hardware Class devices and/or custom attributes to meet local requirements • Development assistance of *scoped* application class items to meet local requirements • Active assistance and development in the initial configuration of Discovery, MID Server placement and tuning, IP allocation, and Discovery schedule execution planning.

Service	Description	Service Includes
		• Assistance in diagnosing errors including assistance in customer driven customization activities in the Discovery Application
		• Data Sampling and conditioning activities to ensure CMDB integrity and business value
		• Implementation of a CMDB Lifecycle program if desired

ServiceNow-Provided Resources

ServiceNow will provide the following resources for all of the described Discovery Implementation Services:

ServiceNow Resource	Responsibilities
Professional Services Consultants	Deliver the specified services and/or workshops from ServiceNow

ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to 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.

Required Customer Resources

Customer will provide the following resources and make them available throughout the duration of the project (please note that multiple responsibilities may be filled by the same customer personnel). Delay by Customer to provide the below resources may cause delay or preclude ServiceNow's ability to provide the Services:

Customer Resource	Responsibilities
Project Manager	A resource responsible for the project; meets regularly with the ServiceNow consultant; agrees to the schedule and drives the actions.
Discovery Administrator	Must have working knowledge of standard operating systems (Unix/Windows), functionality provided by network-enabled devices (routers, switches, printers, UPS), and applications and devices communication over TCP/UDP; ability to document site-specific configurations; ability to understand, create and modify JavaScript; ability to train others to same administrative level; and able to request changes or modifications to local environment to support Discovery deployment.
System Administrators	At least 2 customer system administrators with ServiceNow Administrator training or equivalent experience must be available throughout the duration of the deployment.
Process Owner(s)	Subject matter experts responsible for the correct and complete definition of each of the processes implemented within the ServiceNow platform.

Prerequisites for Discovery Implementation Services

Before ServiceNow can begin any Discovery Implementation Service, certain tasks must be completed:

- ServiceNow platform implementation completed or being completed in-parallel
- Established appropriate Discovery environment and access
- Logical IP access to MID Server host(s) with relevant TCP/IP access to targets

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- Possess required credentials to systems and devices
- Ability to deploy necessary troubleshooting tools

If the customer would like ServiceNow to provide services to implement and configure Discovery beyond the services described in this document, the parties will sign a statement of work for the service.

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 SOW 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.

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Packaged Service Terms and Conditions
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