

ServiceNow Express - Essentials

Overview

ServiceNow Express - Essentials delivers technical guidance and assistance to quickly and easily implement ServiceNow Express. The pre-defined package helps customers accelerate their rollout with best practice implementation activities and reinforces learning through guided coaching sessions.

This package is available for customers new to ServiceNow Express, running the Geneva version, who wish to use the platform for the Incident Management and Self Service.

Package Description and Aim

ServiceNow Express - Essentials provides best practice advice and guidance, while performing the necessary activities provided herein to help customers start using ServiceNow Express quickly and effectively. ServiceNow will remotely run two coaching sessions, guiding the customer through the configuration and maintenance of their ServiceNow Express instance. To further accelerate the implementation, ServiceNow will perform certain configuration activities on behalf of the customer, subject to the restrictions below.

In order to deliver value fast, ServiceNow Express - Essentials focuses on the implementation of Incident Management and Self Service. This provides the base starting point that customers use for implementing the rest of the ITSM suite. The other applications included in Express are not covered by this service.

The package provides a guided approach to implementing ServiceNow Express as quickly as possible. It relies upon the customer's adherence to the guidance given in the package, streamlining requirements, and aligning to aims of implementing the product as quickly and efficiently as possible. Custom ServiceNow Express implementations are possible through ServiceNow Express Remote Services (sold separately).

ServiceNow Express Administrator

Prior to the initiation of the project, the customer shall designate an administrator who shall attend the coaching sessions. The coaching sessions are the primary mechanism for knowledge transfer, and for configuration decision making.

Package Activities

ServiceNow will perform the following activities:

| Essentials Activities | Description |
|------------------------------------|--|
| Kickoff session and roadmap | <ul style="list-style-type: none"> • A working session to introduce both the team delivering ServiceNow Express - Essentials, and to the customer's instance of ServiceNow Express • Review of ServiceNow Express support and the documentation available • Understanding the customer's implementation priorities, and reviewing the |

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| | <p>activities contained within the package</p> <ul style="list-style-type: none"> Starting the integration between ServiceNow Express and the customer's Active Directory system |
| Coaching Session 1 – Core System Setup | <ul style="list-style-type: none"> Guiding the customer through how users are created manually and via imports of a spreadsheet. Review of the foundational locations, companies, departments, groups and roles data tables. How to change the instance branding, including logos and colors. Introducing the configuration and personalization of lists, the Visual Task Board and home pages. |
| Core System Setup configuration activities | <p>The ServiceNow Express - Essentials consultant will perform fundamental core setup activities. This is limited to the list below:</p> <ul style="list-style-type: none"> Instance branding, including logo, color, browser title and instance name Importing locations, companies, department, groups using pre-defined templates Associate the users to the groups to provide group membership Creating up to 10 fields in total on the tables mentioned above Perform basic design of the user, location, department, company and group form Delete demo data Integrate the Customer's Active Directory to Express via LDAP via Okta, LDAP, or SAML |
| Coaching Session 2 – Incident Management and Self Service | <ul style="list-style-type: none"> Introducing the Incident Management application, starting with the review of Record Producers that initial create incidents How to create new fields and to design the Incident form The use of UI Policies and assignment and approval rules to provide form automation How notifications are configured to send email messages, and inbound email actions process replies The setup of Service Level Agreements Introduction to Business Rules, that further automating your processes |
| Incident Management and Self Service configuration activities | <p>The ServiceNow Express - Essentials consultant will perform configuration to the Incident Management application. This is limited to the list below:</p> <ul style="list-style-type: none"> Designing the Incident Management form and the Self Service Record Producer The creation of up to 6 UI policies, 10 custom fields and 5 business rules (in addition to those provided as standard) Updating the categories in Incident Management, and reflecting the changes in Self Service Building up to 4 inbound email actions and 4 notifications Reviewing and removing the example catalog items Configuration of the ITIL homepage, including up to 7 new reports, and a single new user specific home |

ServiceNow Provided Resources

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

| ServiceNow resource | Responsibilities |
|-----------------------------------|--|
| Remote Services Consultant | <ul style="list-style-type: none"> Remotely run the kick-off and coaching sessions via WebEx Perform the configuration as detailed above |

ServiceNow may at any time subcontract or delegate in any manner any or all of its obligations hereunder to any third-party. ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the customer's account.

Prerequisites

The package 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 Services:

- The customer must have purchased ServiceNow Express
- Configuration activities are limited to those that can be done with the Express 'admin' role
- The customer must provide at least one resource that will continue the administration and configuration of Express, who will attend the coaching sessions
- Promptly provide the necessary decisions and data for the configuration activities
- All data must be provided in Microsoft Excel format, and in a structure requested by ServiceNow.
- The customer must provide a user account with the 'admin' role to the consultant, on the ServiceNow Express instance running Geneva or later
- To connect with Microsoft Active Directory, the Active Directory server must be accessible to ServiceNow, and configured as requested by ServiceNow. The ServiceNow product documentation specifies these technical requirements.

Before ServiceNow can begin the Express - Essentials, the following prerequisite tasks must be completed:

- The customer shall provide access to the customer's ServiceNow production instances to the delivery consultants
- The customer must have access to the ServiceNow customer support system (Hi).

The following services are not provided:

- Data collection from third parties.
- Importing or exporting of any data beyond that already specified. Specifically excluded is importing incident or other ticketing data.

- All data normalization, modification, cleansings and alteration before, during and after importing data.
- Unit, performance, security, integration or any other testing.
- End user training.
- Services not expressly stated herein.

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.

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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.