QuickStart for Service Mapping

ServiceNow QuickStart implementations offer Customers the ability to quickly implement an initial discrete phase of ServiceNow applications. QuickStart implementations are predefined, modular implementation packages based on ServiceNow Process Best Practice and include preset configuration of the ServiceNow applications.

The QuickStart for Service Mapping includes discovering and modeling up to five (5) business services using Service Mapping. ServiceNow Professional Services consultants will work with Customer to implement this offering in a hosted environment as described below.

QuickStart Implementation Project Overview

The following is a list of project tasks completed during this QuickStart:

Project Task	Description
Pre-Kickoff and Planning	Meeting to: (i) establish prerequisites and planning to be completed before the implementation and business service modeling begins; (ii) establish project schedule and task details. (iii) Identify the required customer resources including but not limited to representatives from the Security, Network, Platform and Applications teams.
Implementation Kickoff and Business Service Modeling Preparation Workshop	Project kickoff and preparation workshop in support and configuration of Service Mapping, installation of MID servers, discovery and modeling of up to five (5) supported business services in Customer's environment.
Knowledge Sharing	As part of the implementation, the customer will get hands-on experience mapping business services while the ServiceNow consultant offers guidance throughout the process.

Service Mapping Configuration

As part of this project, ServiceNow will discover and model up to five (5) business services. The business services models that will be discovered and generated as a part of this QuickStart will include the following:

- Application components of the business service and their relationships between those components
- Servers upon which the discovered application components run
- Network infrastructure that supports the business services, including layer 2 connectivity between each application component of the business service
- Other topological constructs such as server farms and operating system clusters

The following are excluded from the QuickStart for Service Mapping:

- Storage Discovery
- Mainframe discovery
- Implementation on an infrastructure hosted by Customer

QuickStart Project Roadmap

Pre-Kickoff and Planning

ServiceNow will conduct a pre-kickoff project meeting to discuss the QuickStart prerequisites (see below). Additional planning meetings may be scheduled to ensure that the prerequisites are met before the implementation can begin. The result of these planning meetings will be a project plan including:

1. All project tasks, task ownership and dependencies
2. Project schedule
3. Detailed deployment plan including the number of required Service Mapping MID servers, placement of Service Mapping MID servers and network and security considerations

4. Overview of the prerequisites for Service Mapping that will include credential, network, platform, and security requirements.

Implementation Kickoff and Business Service Modeling Preparation Workshop

As part of Customer's purchased use of Service Mapping, separate from this service offering, ServiceNow will provision a Service Mapping instance in a hosted environment. ServiceNow will conduct a virtual meeting session (using WebEx or compatible conferencing software) to assist Customer in installing the Service Mapping MID software and to validate credentials. The goal of this session is to verify that all required QuickStart prerequisites have been met by the Customer.

During the QuickStart, ServiceNow will use Service Mapping to model up to five (5) supported business services. Supported business services must include only items listed in the *"Service Mapping – Supported Systems and Applications"* guide available on the ServiceNow Documentation Page.

ServiceNow-Provided Resources

ServiceNow will provide the following resources for the project:

ServiceNow Resource	Responsibilities
Engagement Manager	Lead project planning, provide implementation expertise, follow the QuickStart deployment project plan, allocate appropriate resources from ServiceNow, and act as a single point of contact. Facilitate weekly status calls to track the target project progress.

ServiceNow Resource	Responsibilities
Technical Consultant	Undertake the application configuration and integration and assist with knowledge transfer to Customer.

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 the project (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	Responsible for the project and meet regularly with the ServiceNow Engagement Manager to review progress and resolve issues.
Service Mapping Administrator	Resource with technical expertise who has also completed the ServiceNow System Administrator and Service Mapping training. Responsible for Service Mapping when implementation is complete.
Business Service Owner(s)	Subject matter expert(s) responsible for the correct and complete definition of the business services and underlying technical architecture to be modeled in Service Mapping. Responsible to do the mapping of Service Mapping when implementation is complete.
Security Team Member	Security team member capable of making decisions regarding necessary credentials and permissions to allow Service Mapping to operate. Responsible for giving the ServiceNow consultant the right credentials and firewall access prior to implementation.
Network Team Member	Network team member capable of making decisions regarding necessary credentials and permissions to allow Service Mapping to operate.
Platform Team Member	Platform team member capable of making decisions regarding necessary credentials and permissions to allow Service Mapping to operate.
Application Team Member	Application team member capable of making decisions regarding necessary credentials and permissions to allow Service Mapping to operate.

QuickStart Prerequisites

Customer must meet all requirements listed in **Exhibit: Service Mapping Customer Prerequisites and Credentials**. Failure to provide ServiceNow with the proper credentials or not providing access to the ServiceNow resources listed above may result in project delays, additional fees, and/or ServiceNow's

inability to complete QuickStart implementation. When ServiceNow informs Customer of a credential issue, Customer shall resolve the issue within one (1) business day.

Business Services

Modeled business services must comprise of systems and applications supported by Service Mapping as listed in the *"Service Mapping - Supported Systems and Applications"* guide available on the ServiceNow Documentation Page.

Service Mapping MID Server Requirements

This QuickStart will support the installation of up to three (3) Service Mapping MID servers.

Per-Service Data Gathering

Customer must complete one (1) **Service Mapping Business Service Data Gathering Template** per business service to be modeled during the QuickStart prior to the start of this QuickStart implementation.

Technical Definitions

Please refer to the ServiceNow Wiki for technical definitions for the ServiceNow applications and platform at docs.servicenow.com.

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.

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<u>EXCLUSION OF DAMAGES</u>. 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

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 related Order Form. Customer agrees to pay the total fee amount on the Order Form 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 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, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES MUST BE CONSUMED WITHIN TWELVE (12) MONTHS FROM THE EFFECTIVE DATE OF THE ORDER FORM. ANY PURCHASED AND UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER. SERVICES NOT SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS SERVICE DESCRIPTION ARE NOT INCLUDED IN THIS OFFERING. Customer shall reimburse ServiceNow or Reseller for all authorized 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, an email to the ServiceNow personnel assigned to this project will be considered sufficient written notice.

Exhibit: Service Mapping Customer Prerequisites and Credentials

This exhibit provides the credentials and connectivity considerations needed for the discovery process of Service Mapping. Please refer to the information provided at the links below.

Service Mapping Overview:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/service_mapping/concept/c_ServiceMappingOverview.html

Geneva Product Documentation Site:
https://docs.servicenow.com/category/geneva

Supported Systems and Applications:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/service_mapping/reference/r_SupportedApplications.html

Credentials Required for Host Discovery:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/service_mapping/reference/r_Credentials4HostDiscovery.html

Applicative Credentials for Service Mapping:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/service_mapping/reference/r_ApplicativeCredentialsSM.html

MID Server Requirements:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/mid_server/reference/r_MIDServerSystemRequirements.html

Service Mapping Commands Requiring Sudo Level Credentials:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/service_mapping/reference/r_CommandsnCredentials.html

Service Mapping Commands Not Requiring Sudo Level Credentials:
https://docs.servicenow.com/bundle/geneva-it-operations-management/page/product/service_mapping/reference/r_NonSudoCommands.html