

Remote Administration

Overview

ServiceNow Remote Administration ("**Services**") provides access to Remote Services Consultants who provide technical guidance, configuration, and development services to help maintain and enhance a Customer's implementation of the ServiceNow platform and applications.

Remove Administration Activities

Below is a description of the hourly, technically-oriented, and request-based Remote Administration activities:

Description	includes
Guidance Activities	<ul style="list-style-type: none"> Guidance and advice on technical configuration options and answers to "how to" questions. Taking Customer provided use cases and requirements to generate technical configuration specifications.
Enhancement Activities	<ul style="list-style-type: none"> Technical configuration services to enhance existing functionality or deploy additional functionality of the ServiceNow platform and applications.
Maintenance Activities	<ul style="list-style-type: none"> Perform day-to-day administration work and provide observations regarding current configurations against ServiceNow best practices.

- Remote Administration Services are provided in English only, Monday through Friday:
 - Americas – 8 AM EST to 5 PM PST;
 - Europe/Middle East/Africa – 9 AM to 5:30 PM GMT;
 - Asia-Pacific (Australia + New Zealand) 8AM to 5PM AEST;
 - Asia-Pacific (other countries) 7 AM to 4 PM UTC+8, 8 AM to 5 PM JST

except for national and local public holidays in country in which the Services provider is located.

Support outside of the days and hours above, as well as all ServiceNow product defects, issues, and support requests should be submitted to ServiceNow support via the HI support portal or through <https://www.servicenow.com/support/contact-support.html>

The below table enumerates some example technical requests that can be fulfilled by the Remote Administration Service. (The below table are examples only, and not exclusive, and will not be performed in all engagements).

Task	Example Technical Requests	
HealthScan	<ul style="list-style-type: none"> Prepare a HealthScan Scorecard or detailed findings 	<ul style="list-style-type: none"> Investigate findings identified by the HealthScan as agreed to by Customer and ServiceNow
Service Portal	<ul style="list-style-type: none"> Configure Service Portal templates Configure custom Service Portal widgets 	<ul style="list-style-type: none"> Configure the Self-Service Catalog in Service Portal
Email	<ul style="list-style-type: none"> Configure events and email notifications Configure inbound email actions 	<ul style="list-style-type: none"> Configure labels and views Reference information from other records
Form Administration	<ul style="list-style-type: none"> Add and modify Service Catalog items (requests) Configure form sections 	<ul style="list-style-type: none"> Add reference fields Add related lists Personalize forms
Integrations	<ul style="list-style-type: none"> Configure ServiceNow-side LDAP Configure ServiceNow-side Okta SSO 	<ul style="list-style-type: none"> Configure ServiceNow-side for other integrations
Localization	<ul style="list-style-type: none"> Configure locales Configure time zones 	<ul style="list-style-type: none"> Add languages Add currency
Managing Data	<ul style="list-style-type: none"> Import data using import sets and transforms Configure users, groups, companies, locations, departments, etc. 	<ul style="list-style-type: none"> Configure group on call rotation Configure CMDB Create update sets for changes
Navigation and UI Configuration	<ul style="list-style-type: none"> Configure applications and modules Configure CSS theme 	<ul style="list-style-type: none"> Configure UI Actions
Reports	<ul style="list-style-type: none"> Configure homepages and gauges Configure public reports 	<ul style="list-style-type: none"> Configure service level agreements (SLAs) and operational level agreements (OLAs)
Security	<ul style="list-style-type: none"> Configure access control list (ACL) rules Configure contextual security 	<ul style="list-style-type: none"> Configure role delegation
Workflow	<ul style="list-style-type: none"> Configure approval activities Configure rollback activities Set conditions for activities 	<ul style="list-style-type: none"> Configure notification activities
Remote Services	<ul style="list-style-type: none"> Assist with cloning activities Configure business rules Provision of ServiceNow documentation 	<ul style="list-style-type: none"> Update designated requestor(s) Provide upgrade assistance and remediation of defects

The following ServiceNow applications are in scope and included in Remote Administration Services. Any applications not identified below are out-of-scope.

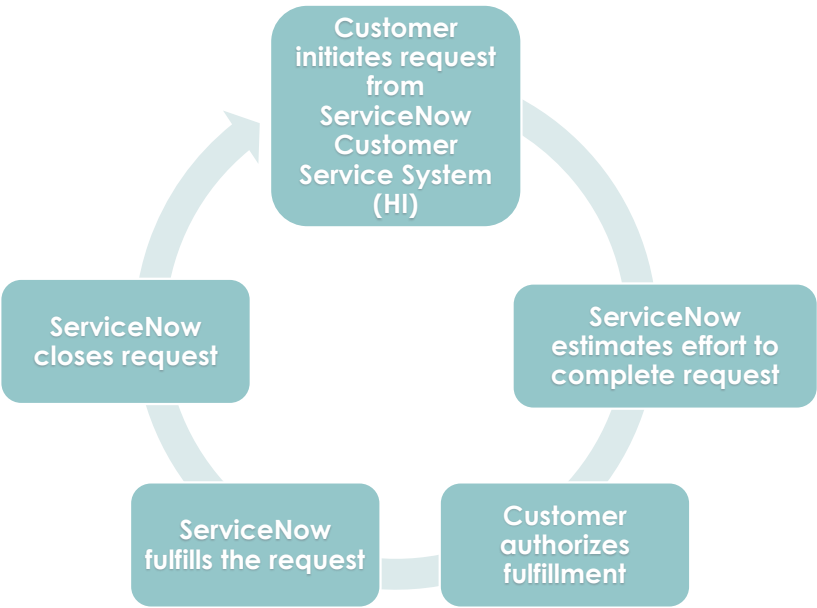
ServiceNow Application	Included
Application Development	✓
IT Business Management (ITBM)	✓
IT Service Management (ITSM)	✓
Performance Analytics (PA)	✓
Platform	✓
Customer Service Management (CSM)	✓

Remove Administration Terms

- Each order for Remote Administration Services must be for a minimum of thirty (30) hours of service ("Service Period").
- Each order shall be paid in advance and is valid for twelve (12) months from the date on which ServiceNow starts performance of the services ("Start Date"). The Start Date must be within six (6) months of the Effective Date of the Order Form. If Customer does not choose a Start Date at the time of execution of the Order Form, the default Start Date will be six (6) months from the Order Form Effective Date.
- Remote Administration Services shall be deemed completed by Customer with no further obligation by ServiceNow upon Customer using all of the hours purchased or twelve (12) months from the Start Date, whichever occurs first.
- Remaining Remote Administration hours cannot be rolled over to another service package.

Remove Administration Process

- The designated requesters initiate requests for Services through the HI Portal. ServiceNow will use reasonable efforts to provide an estimate of the hours required to complete the request within two (2) business days after receiving the request. Hours are decremented as they are used. After Customer has confirmed completion, ServiceNow will close the request.



ServiceNow Provided Resources

ServiceNow will provide the following resources for the review:

ServiceNow Resource	Responsibilities
Remote Services Consultant	Perform the specified Remote Administration Activities

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.

Customer Provided Resources

Customer shall assign and communicate to ServiceNow the names of up to two (2) designated requesters who are authorized to contact ServiceNow and are responsible for submitting requests for service and confirming completion of the requested work.

Typical Customer resources are described below, the same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
Service Owner	Responsible for the engagement, meet with the ServiceNow Remote Services Consultant as needed, provide access to the required Customer resources, helps with request prioritization, and drive any actions from the engagement.
Systems Developers, Administrators, or Process Owners	Initiates requests for services, works with the ServiceNow Remote Services Consultant to clarify requirements, test and validate functionality, and approve completion of requests.

Prerequisites

Remote Administration requires the Customer's active participation and coordination for success. Delay by the customer with respect to the below items may cause delay or preclude ServiceNow's ability to provide the Services:

- Customer (and designated requestors) must have access to the ServiceNow Customer Service System ("HI Portal") and have active user accounts.
- Customer makes the required internal personnel defined above available for the duration of the Services on a scheduled & ad-hoc basis to meet defined timelines.
- Customer's production and sub-production instances must be remotely accessible by Remote Services Consultant. Customer shall provide any required remote access technology for instances with IP filtering at Customer's cost.
- ServiceNow will plan and coordinate a kickoff meeting for the Services ordered as well as meetings to facilitate planning activities deemed necessary to complete technical requests. The hours used to manage the Services will be deducted from the purchased hours.
- Customer shall have acquired any required use rights and applicable applications in advance of the engagement, pursuant to a separate purchase.

Package Exclusions

- Remote Administration is a request driven service and is not to be used for new implementations of Customer's Subscription Service
- Remote Administration does not replace the need for project management and does not provide project management or business process consultant roles
- Remote Administration Services are not available to: (i) Customers not hosted in a ServiceNow data center; (ii) Customers requiring security clearance (including customers hosted in ServiceNow's FedRAMP data center); (iii) On-premise environments; or (iv) Customers operating a domain-separated environment

- ServiceNow product defects, bug fixes, and related escalations
- Any Professional Services not expressly stated herein

The following ServiceNow applications are out of scope and excluded from Remote Administration Services.

ServiceNow Application	Excluded
Domain Separation	✓
Governance Risk Compliance (GRC)	✓
Human Resources (HR)	✓
IT Operations Management (ITOM)	✓
Security Operations (SecOps)	✓
Discovery	✓
ServiceWatch or ServiceMapping	✓
Orchestration	✓

Travel & Expense

Not applicable, as ServiceNow will provide the Services remotely.

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

To the extent purchasing directly from ServiceNow, 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 ordering document: (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, or the terms and conditions in Customer's initial Order Form for the Subscription Term, if no underlying master agreement exists ("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. THE START DATE MUST BE WITHIN SIX (6) MONTHS OF THE EFFECTIVE DATE OF THE ORDER FORM. IF CUSTOMER DOES NOT CHOOSE A START DATE AT THE TIME OF EXECUTION OF THE ORDER FORM, THE DEFAULT START DATE WILL BE SIX (6) MONTHS FROM THE ORDER FORM EFFECTIVE DATE. REMOTE ADMINISTRATION SERVICES SHALL BE DEEMED COMPLETED BY CUSTOMER WITH NO FURTHER OBLIGATION BY SERVICENOW UPON CUSTOMER USING ALL OF THE HOURS PURCHASED OR TWELVE (12) MONTHS FROM THE START DATE, WHICHEVER OCCURS FIRST. 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.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR AN ORDERING DOCUMENT, SOLELY TO THE EXTENT NECESSARY TO PROVIDE ANY HEALTHSCAN SERVICES TO CUSTOMER (AS APPLICABLE), CUSTOMER ACKNOWLEDGES THAT SERVICENOW MAY AGGREGATE AND TRANSFER CERTAIN CUSTOMER DATA, WHICH MAY CONTAIN CERTAIN PERSONAL DATA, NECESSARY FOR THE PERFORMANCE OF HEALTHSCAN FROM CUSTOMER'S INSTANCE OF THE SUBSCRIPTION SERVICE TO A CENTRALIZED SERVICENOW INSTANCE, WHICH MAY BE HOSTED IN A JURISDICTION OUTSIDE OF CUSTOMER'S ORIGINATING DATA CENTER HOSTING LOCATION.

SUCH CENTRALIZED INSTANCE SHALL BE SUBJECT TO ALL DATA PROCESSING AND DATA SECURITY OBLIGATIONS THAT ARE APPLICABLE TO CUSTOMER'S PRODUCTION INSTANCES OF THE SUBSCRIPTION SERVICE AS SET FORTH IN THE AGREEMENT.