

ServiceNow Discovery Optimization Service

Overview

ServiceNow Discovery Optimization Service addresses the ServiceNow Discovery Application configuration to align the customer's configurations with ServiceNow best practices for upgradability, manageability, scalability, performance and CMDB data integrity.

Summary	Service Performed
Timing in Relation to Discovery Implementation	After
Service Delivery Location	Remote
Review of Customer's Discovery Configuration	Yes
Best Practices and Skills Review/Refresh with Discovery Administrator(s)	Yes
Development of New Probes/Sensors/Classifiers	No
Timing in Relation to Discovery Implementation	After

Package Description

ServiceNow consultants will work with customer subject matter experts to:

- Conduct interviews with the customer's Discovery Administrator(s), Product Manager, and Users to understand the difficulties or issues with the customer's Discovery implementation including the CMDB in a Discovery context.
- Review the customer's Discovery configuration, performance, past issues, and any errors within the customer's instance of the Subscription Service.
- Compare the customer's Discovery Application configuration against ServiceNow best practices for upgradability, manageability, scalability, performance and CMDB data integrity.
 - **Discovery application:** Structure of the Discovery MID Server environment, Discovery Schedules, IP Management, Credentials, Probes and Sensors
 - **Discovery Performance:** Discovery Schedule timings, MID Server host resources, MID Server application processing, instance performance
 - **CMDB:** Table extensions, data insertion models, local process and data acquisition (Discovery, Imports), local asset lifecycle process, table structure and queries
- Assist in incorporating new Discovery product functionalities based on the deployed release.
- Assist with ongoing errors, help achieve resolution to common concerns or issues.
- Publish review report containing:
 - Comprehensive review of the customer's Discovery environment
 - Documentation of the configuration changes recommended for optimization of the customer's Discovery Application

Packaged Service Exclusions

- Development of new probes/sensors/classifiers

Prerequisites

Before ServiceNow can begin Discovery Optimization Services, certain tasks must be completed and specific resources from the customer's organization will need to be available as stated below, and certain activities are not included in these Packaged Services. Delay by Customer with respect to the below items may cause delay or preclude ServiceNow's ability to provide the Services:

- Customer has provided remote access to the ServiceNow delivery consultants to the customer's ServiceNow production, test, and/or development instances.
- Customer has identified and documented known issues and their current status.
- Customer has defined and documented objectives for the optimization of the Discovery Application
- Discovery implementation is complete
- Customer has an existing non-production ServiceNow PPM instance on which to execute the install, feature enablement, and/or testing activities.
- Customer has licensed the required ServiceNow components for the defined scope.
- Customer personnel assumes responsibility for developing/executing a User Acceptance Test (UAT) plan(s), migration to production, and post implementation support

ServiceNow Provided Resources

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

ServiceNow Resource	Responsibilities
Professional Services Consultant	Deliver the services as described in this document

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 and make them available throughout the duration of the service engagement (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	Estimated Effort
Project Manager	Responsible for the project, meet with the ServiceNow professional services consultant, provide access to the required resources, and drive the actions from the reviews.	2 hours
Service Desk Manager(s)	Resources responsible for the running of the ServiceNow Service Desk.	2 hours
ServiceNow System Administrators	Up to 2 customer system administrators (that preferably have completed the ServiceNow Fundamentals course) must be available throughout the duration of the project.	2 hours
ServiceNow Discovery Administrators	At least 1 designated customer ServiceNow Discovery administrator (that preferably has completed the ServiceNow Discovery Fundamentals course).	4+ hours
Application End User(s)	Resources consuming data from the ServiceNow Discovery Application.	2 hours

Travel & Expense

Except as otherwise specified, ServiceNow will provide the Services remotely. 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. Unless otherwise agreed to by ServiceNow and the customer, all services provided under this Packaged Service will be delivered remotely to maximize the flexibility of all resources.

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.