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Statement of Services
ServiceNow-as-a-Service

Contents

Introduction

The ServiceNow-as-a-Service offering on CDIs multi-domain instance, enables you to fast track the start of your ServiceNow journey, with minimal configuration required and rapid time-to-value. Your end users will have the ability to submit requests via an intuitive web portal, while support teams can route and resolve work, and managers can report on performance. Our dedicated platform team handles all upgrades to major releases and required patches, allowing your team to focus on strategy-driven initiatives.

1. Scope of Services

This document specifies the scope and schedule of the services delivered within the **Managed Services** agreement.

1.1. ServiceNow-as-a-Service

The ServiceNow-as-a-Service offering, enables customer to leverage applications offered in CDI's multi-domain instance. This allows for rapid time-to-value, while leveraging a platform pre-built on ITIL best practices. All applications and functionality are administered by CDI. Available applications for use are listed below:

IT Service Management (ITSM)	IT Operations Management (ITOM)	Platform Offerings
Incident	Auto-discovery	Single-Sign On
Problem	CMDB	LDAP integration
Change		Orchestration
Knowledge		Custom URL Redirect
Service Catalog		SLAs
Request Management		Metrics
Service Portal		Schedules
Hardware Asset		Reporting & Dashboards
Performance Analytics		Surveys
		Auto- Assignment Rules

*Additional features and functionality available per CDIs Product Roadmap

1.1.1. Applications and Configuration Detail

Incident Management

The goal of Incident Management is to restore normal service operation as quickly as possible, while minimizing impact to business operations and ensuring quality is maintained. ServiceNow Incident Management supports the incident management process in the following ways:

- Log incidents in the instance or by sending email
- Classify incidents by impact and urgency to prioritize work
- Assign to appropriate groups for quick resolution
- Email notifications to assignment groups, assignee and end user
- Escalate as necessary for further investigation
- Resolve the incident and notify the user who logged it

- Use reports to monitor, track, and analyze service levels and improvements
- Leverage auto-assignment rules to get tickets to the appropriate team or individuals
- Configure form layout, labels, choices, and related lists

Problem Management

ServiceNow Problem Management helps to identify the cause of an error in the IT infrastructure, reported as occurrences of related incidents. Resolving a problem means fixing the error that will stop these incidents from occurring in the future. While Incident Management deals with fighting symptoms to incidents, Problem Management seeks to remove the causes of incidents permanently from the IT infrastructure. Problem resolution and elimination of root cause often calls for applying a change to the configuration item in the existing IT environment. Problem Management allows the following:

- Assign proper access for creation of Problem tickets
- Align workflow and validation of workarounds and identification of known errors
- Support workflows with configuration of notifications and groups and roles
- Provide functionality to relate Incidents to Problem tickets
- Configure form layout, labels, choices, and related lists

Change Management

The ServiceNow Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services. Change Management allows the following:

- Assign proper access for creation of Change tickets
- Allow for the applying of Risk Rules and Risk Assessment
- Utilize baseline change management workflows for Normal and Emergency changes
- Support workflows with configuration of notifications and groups and roles
- Configurable Blackout windows and Maintenance schedules

Considerations for multi-tenant environment:
- Standard change templates are available for configuration and will be managed by CDI's ServiceNow Administrators

Knowledge Management

The ServiceNow Knowledge Management (KM) application enables the sharing of information in knowledge bases. These knowledge bases contain articles that provide users with information such as self-help, troubleshooting, and task resolution. Knowledge Management allows the following:

- Supports processes for creating, categorizing, reviewing, and approving articles.
- Enable users to search and browse articles as well as provide feedback on their usefulness
- Assign multiple Knowledge Bases to individual managers.
- Leverage separate workflows for publishing and retiring articles
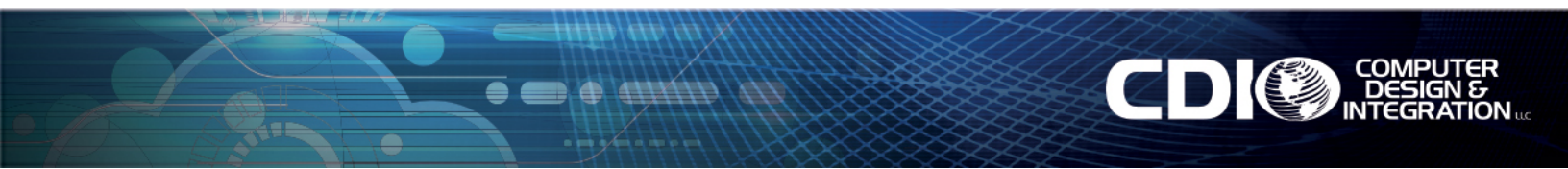
- Determine user criteria to control who can read and contribute.

Request Management

With the ServiceNow Service Catalog application, you can create a service catalog that provides your customers with self-service opportunities. Your customers can access these items via a Service Portal to request services and product offerings. You can also standardize request fulfilment to ensure the accuracy and availability of the items in the catalog. Service Catalog and Request Management allow the following:

- Enable the baseline Service Catalog for request fulfilment
- Create request intake forms that the drive accurate capturing of information
- Drive efficiencies with workflow and approvals

Considerations for multi-tenant environments:
- Catalog items that require integrations to systems outside of ServiceNow will be scoped on a case-by-case basis.
- Standard plugins and connectors available in Enterprise version of ServiceNow are only supported via API integrations for domain separated environments.

Service Portal

Service Portal provides a modular user interface framework for quick and easy building of application portals and dashboards for the platform. It helps developers and non-technical administrators create attractive and engaging user experiences that drive employee adoption of critical enterprise applications. Service Portal allows for the following:

- Apply company Branding with color scheme, logo, images and menu titles
- Tailor portal widgets to align with the desired look and feel
- Design Pages and Layouts utilizing the service portal designer
- Apply themes that define the look and feel of the whole portal
- Create Pages that control where and how you store portal content.
- Leverage widgets to provide users with useful information and shortcuts

Hardware Asset Management

Hardware Asset Management links CMDB to all hardware assets in stock, as well as records for manufacturers and vendors. The ServiceNow Hardware Asset Management application integrates the physical, technological, contractual, and financial aspects of information technology assets. Hardware Asset Management allows the following:

- Control inventory that is purchased and used
- Reduce the cost of purchasing and managing assets
- Select the proper tools for managing assets
- Manage the asset life cycle from planning to disposal
- Achieve compliance with relevant standards and regulations

- Improve IT service to end users
- Create standards and processes for managing assets and stockrooms

Change Management

The ServiceNow Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services. Change Management will be implemented for the following:

- Assign proper access for creation of Change tickets
- Allow for the applying of Risk Rules and Risk Assessment
- Utilize baseline change management workflows for Standard, Normal and Emergency changes
- Support workflows with configuration of notifications and groups and roles
- Blackout/Maintenance schedules

## Configuration Management Database (CMDB)

The Configuration Management Database (CMDB) is a series of tables that contain all the assets and business services controlled by a company and its configurations. This information includes computers and devices on the network, software contracts and licenses, business services, and more. IT support personnel desk can use the CMDB to better understand their network users' equipment, and the relationships between them. The CMDB can also be referenced by other processes within the system.

Applications such as Asset Management, Software Asset Management, Contract Management, and Configuration Management contain modules which display different tables within the CMDB. Each application is designed with a specific purpose in mind. The Configuration Management application has a focus on operation. CMDB allows for the following:

- Provide access to CMDB forms and data
- Transform data to support the import of configuration items (CI) in a supported format (.csv, spreadsheet, etc.)
- Load from static data sources and integration to CI data repositories
- Design modules and list views
- Setup CI relationships

Auto-Discovery

The CMDB can be populated using the Discovery product. Discovery searches the network for all attached computers and devices, then populates the CMDB with information on each computer/device's configuration, provisioning, and current status. Discovery also reports on any software which is running, and the TCP connections between computer systems, thereby establishing their relationships. Discovery finds computers, servers, printers,
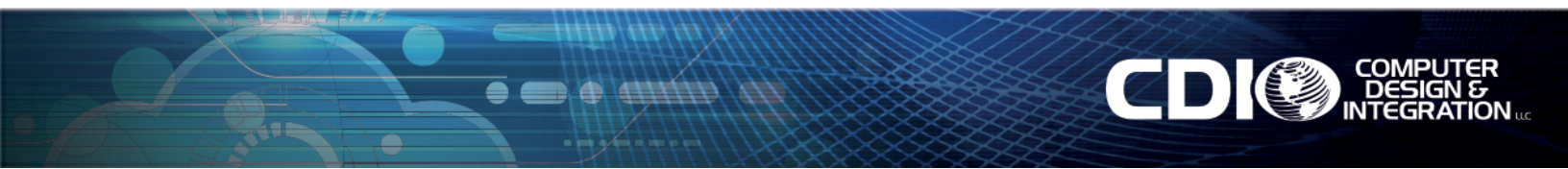
a variety of IP-enabled devices, and the applications that run on them. It can then update the CIs in your CMDB with the data it collects. Auto-discovery allows for the following:

- Leverage horizontal discovery to scan your network, find computers and devices, and then populate the CMDB with the CIs it finds.
- Create direct relationships between CIs, such as a run on relationship between an application CI and the actual computer CI that it runs on.
- Horizontal discovery is not aware of business services and does not create relationships between CIs based on the business service they are in.

Performance Analytics

Performance Analytics enables you to track, aggregate, and visualize key performance indicators over time, rather than reporting on a point in time.

- Enable Performance Analytics in the preferred working instance, to provide a base for personalization and for the workshops
- Discuss Performance Analytics best practice terminology and provide the process owners with advice on how to select the appropriate set of KPI's
- Workshop to discuss how the right indicators can review and improve process performance, understand measurements and success factors, and to help the Customer choose the most effective KPI's for their process improvements
- Provide expert advice and guidance to help the Customer configure the necessary indicators and breakdowns
- Data collectors are configured, scheduled and activated
- Activate Performance Analytics Content Pack dashboards and roles the appropriate groups
- Provide advice on dashboard creations, including an interactive working session to create an overview dashboard; which contains indicators from multiple processes, giving a summary overview of the performance of these processes
- After successful testing the work is transferred, using Update Sets or another appropriate mechanism, to the production environment

Reporting & Dashboards

ServiceNow Reporting enables you to create and distribute reports that show the current state of instance data, such as how many open incidents of each priority there are. Reporting functionality is available by default for all tables, except for system tables.

The ServiceNow® Dashboards product enables you to display multiple performance analytics, reporting, and other widgets on a single screen. Use dashboards to create a story with data you can share with multiple users.

Considerations for multi-tenant environments:
Reporting against tables containing user data and platform audit records will require assistance from CDI

Orchestration

ServiceNow Orchestration extends the workflow engine to manage processes and to automate things outside of a ServiceNow instance. This enables automated workflows to be leveraged for Incident resolution and Request Fulfilment.

Considerations for multi-tenant environments:

Integrations to external systems required for orchestration will be evaluated on a case-by-case basis. ServiceNow does not currently support out-of-box connectors for domain separated environments.

LDAP integration

An LDAP integration allows your instance to use your existing LDAP server as the master source of user data. Administrators integrate with a Lightweight Directory Access Protocol (LDAP) directory to streamline the user login process and to automate administrative tasks such as creating users and assigning them roles. An LDAP integration allows the system to use your existing LDAP server as the master source of user data. Typically, an LDAP integration is also part of a single sign-on implementation.

Single Sign-On

Single-Sign on enables users to log in to the ServiceNow platform and service portal with a preferring SOO authentication broker, delivering a seamless experience when accessing this system.

Customer redirect URL

Customer redirect URLs allow organizations to specify a user friendly, easy to remember URL to access ServiceNow *(i.e. https://support.mycompany.com)*

SLAs

Service Level Management provides the customer with an expectation of service within a known timescale and the ability to monitor when service levels are not being met. SLM can be used across the organization in departments such as HR, Facilities, and IT to keep track of how internal and external teams are performing against their agreed service levels.

Metrics

A metric measures and evaluates the effectiveness of IT service management processes. The Metric plugin provides an easy, declarative way of defining metrics. Once defined, the data for the metric will be gathered, and instances of the metric will be calculated and stored. By an instance we mean a specific occurrence. For example, the "Assigned to Duration" metric measures the duration of time an incident is assigned to an individual. The metric is defined by creating a metric definition of type "Field value duration" and selecting the "Assigned to" field from the Incident table. A metric instance is then created for each incident assignment showing its duration. Reporting on the duration of incident assignments becomes easy.

Auto-assignment Rules
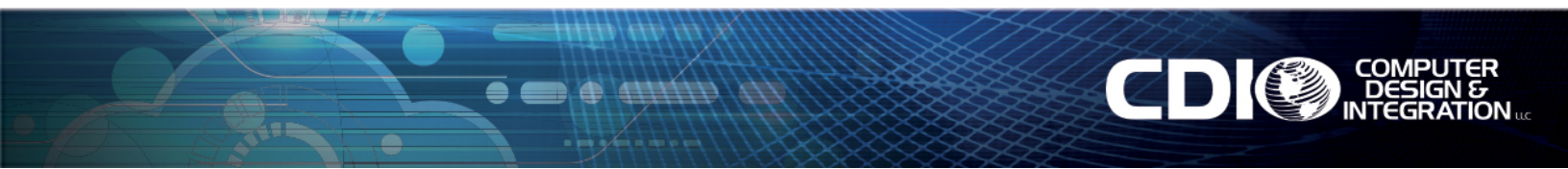
The Assignment rules module allows you to automatically assign tickets to the right support group or individual based on predefined criteria.

Surveys and Assessments

The Survey Management application allows you to create, send, and collect responses for basic surveys. If installed, you can also use the Survey widget to set up a survey within Service Portal. Survey and Assessments will be implemented for the following:

- Enable baseline Survey Management module
- Provide appropriate access for users and groups
- Design the appearance of the survey
- Apply Survey trigger conditions

Considerations for multi-tenant environment:

- Surveys must be created leveraging out-of-the box functionality without customization
- All surveys will be created and administered by CDI Sr. ServiceNow Administrator

1.1.2.   Services Overview

Services Included with ServiceNow-as-a-Service Subscription

Service Component	Service Overview
Platform Advisory	Unlimited advisory services that will enable customers to continue extracting value from the ServiceNow platform, while adhering to industry best practices and out-of-box functionality.
Virtual Administration	Unlimited support for administration requests and enhancements to existing functionality ensure you continue to maximize the OoB capabilities of the platform.
Platform Maintenance	Continuous upgrades and patching as new releases become available to ensure our ServiceNow-as-a-Service platform continues to offer the latest features and functionality.
24 x 7 Technical Support	- End to end case management of support issues - Escalation and case management with ServiceNow technical support (if applicable)
Product Roadmap	Plan ahead with insights into upcoming features and functionality on our ServiceNow-as-a-Service platform.

1.1.3. Platform Advisory

CDI will provide unlimited advisory services that will enable customers to continue extracting value from the ServiceNow platform, while adhering to industry best practices and out-of-box functionality. This includes guidance for existing applications and processes, as well as assistance defining a strategic roadmap and goals. Services provided are as follows:

- Establish outcome driven roadmap based on strategic goals
- Monthly 1-hour review of CDI engagement, including recent cases and enhancement requests
- Quarterly review of strategic roadmap, advisory on process improvement opportunities and overview of upcoming features

1.1.4. Virtual Administration

CDI will provide unlimited support for administration requests and enhancements to your currently implemented modules. Available configurations sservices are as follows:

- Form field configurations
- Modifications to out-of-box workflows
- Creation of new reports/dashboards
- Add/remove/configure out of box portal widgets
- User, group, role administration
- Password reset support
- Company, Department, Division, Location administration
- Localization/Language administration
- Updates to LDAP/SSO configurations
- Update set management and promotion
- 1 Service Portal/Request Enhancement per month

1.1.5. 24/7 Technical Support

CDI will provide ServiceNow platform technical support services remotely. This includes troubleshooting and resolving issues raised by the Customer for currently implemented out-of-box applications. Escalations to ServiceNow will be handled by CDI, where required.

1.1.6. Platform Maintenance

CDI will ensure you are able to leverage the latest available features while maintaining platform security. Available Services include.

Platform Upgrades
- Evaluate new release enhancements and changes, including deprecating of features, access impact of changes

- Determine impact of maintenance windows, plan and schedule upgrades accordingly, in accordance with Customer policy, working with ServiceNow should a delay be needed
- Document plan for rolling back changes and restoring to pre-upgrade attempt state
- Plan for alternate activities during the maintenance window, for example paper tickets
- Plan for notification of upcoming upgrade, start and completion of upgrade
- Plan for post-upgrade testing and validation

Security Patches
- Review announcement of need for security patching
- Assess impact of planned remediation
- Plan for rollback of the patching should a problem occur
- Coordinate maintenance window in accordance with Customer policy
- Plan for notification of upcoming upgrade, start and completion of upgrade
- Plan for post-patching testing and validation as needed

1.1.7.   Product Roadmap

Plan ahead with insights into upcoming features and functionality on our ServiceNow-as-a-Service platform.

- Evaluation of upcoming ServiceNow feature releases with domain separation
- Leverage pre-set configurations for rapid deployment in customer instance

Appendix A. : Service Level Objectives

Service Levels for ServiceNow-as-a-Service Support

Role	Service Response Time	Customer Notification (During Business Hours)	Customer Notification (After Business Hours)
P0: Critical	N/A	N/A	N/A
P1: High	2 hrs.	Email sent and ticket updated within 2 hrs.	Email or Call by next business day
P2: Medium	4 hrs.	Email sent and ticket updated within 4 hrs.	Email or Call by next business day
P3: Low	12hrs.	Email sent and ticket updated within 12 hrs.	Email or Call by next business day

Appendix B. : General Client Requirements

- Client must maintain a valid ServiceNow Licensing Agreement with ServiceNow
- Client agrees to cooperate with CDI for the scheduling of upgrades or any other service aspects
- Client ServiceNow system must be at the current ServiceNow version or 1 version behind
  - Any variance from this is subject to a "Get Well" project which would get Client up to current versioning prior to CDI assuming responsibility for the platform / upgrade cycle.