

ServiceNow Subscription Pricing

March 2022 Package pricing

G-Cloud 13

unifii

IT Service Management

NEW or Updated in Feb 22



Business Stakeholder

£26.6 / User

PROD15028

Employee Center Pro

£3.8 / Unrestricted User

PROD15945

App Engine for ITSM ³

20% ITSM Fulfiller Spend

PROD13079

¹Virtual Agent includes 1000 Conversation Transactions per Fulfiller per month. Unlimited Conversations included in the Unrestricted model.

Additional Conversations requires Virtual Agent Additional Transaction Pack - £1,583.08 / 4000 Conversations. (PROD09218)

² App Engine Starter are primarily for the configuration of the packaged applications. Remaining tables can be used for any purpose but must follow the same Fulfiller/Unrestricted User model as the purchased package.

³ Can only be purchased with ITSM Fulfiller products

⁴ DevOps Change Velocity includes DevOps Data Model (formerly 'DevOps') and DevOps Insights (see [ServiceNow Store](#) for details)

Incident Management
Problem Management
Change Management
Release Management
Cost Management
Asset Management
Request Management
Walk-Up Experience
Continual Improvement Management
Digital Portfolio Management
Service Owner Workspace
Vendor Manager Workspace
Mobile Publishing
Universal Request
DevOps Change Velocity ⁴
Predictive Intelligence
Virtual Agent ¹
Performance Analytics
Workforce Optimization
Process Optimization
App Engine Starter ²

ITSM Standard v2	ITSM Professional v2	ITSM Enterprise
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
	✓	✓
✓	✓	✓
	✓	✓
	✓	✓
	✓	✓
Universal Request	Universal Request Pro	Universal Request Pro
	✓	✓
	✓	✓
	✓	✓
	✓	✓
		✓
		✓
25	50	50
£76 / Fulfiller £11.4 / Unrestricted User	£114 / Fulfiller £15.2 / Unrestricted User	£171 / Fulfiller £28.8/Unrestricted User
PROD11353 PROD11354	PROD11355 PROD11356	PROD15206 PROD14901

Strategic Portfolio Management *(Formerly ITBM)*

NEW or Updated in Feb 22



Project Portfolio Management
Release Management
Demand Management
Resource Management
Innovation Management
Financial Planning
Digital Portfolio Management
Alignment Planner Workspace
Agile Development
Scaled Agile Framework
Test Management
Investment Funding
Predictive Intelligence
Virtual Agent ⁴
Performance Analytics
App Engine Starter ²

SPM Standard ¹	SPM Professional ¹
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
	✓
	✓
	✓
	✓
	✓
	✓
	✓
✓	✓
5	5
£57 / SPM User £7.60 / Unrestricted User	£95 / SPM User £11.40 / Unrestricted User
PROD16951 PROD16952	PROD16953 PROD16955

Application Portfolio Management	
Performance Analytics	✓
APM Integrations	✓
Application TCO - Modeling	✓
Business Planning Portal	✓
Predictive Intelligence	✓
App Engine Starter ²	5
£380 APM User / £7.60 Unrestricted User	
PROD12015 / PROD12016	

Timecard User v2 ³	
PA & Mobile TC's	✓
£11.4 / User	
PROD12014	

Business Stakeholder v3
£26.6 / User
PROD15028

Agile Team	
Agile Development - all Versions	✓
Test - all Versions	✓
£0 / All Users in Sys User Table	
PROD12492	

1. SPM Standard & Professional licenses cannot be mixed, nor can they be mixed with legacy ITBM licensing (i.e., Worker/ Planner/ Analyst).

2. Typical SPM deployments require 5 custom tables. If more are needed, additional App Engine licensing may be required. The App Engine custom table guide can be found [here](#).

3. Timecard is entitled with any 'Fulfiller' user type license on the ServiceNow Platform.

4. Virtual Agent includes 1000 Conversation Transactions per SPM User per month. Unlimited Conversations included in the Unrestricted model.

IT Operations Management

NEW or Updated in Feb 22

ITOM Visibility ¹
ITOM Health
Health Log Analytics
ITOM Governance
Performance Analytics
Spokes & Protocols ²
Bundled Custom Tables ³

ITOM Visibility v2	ITOM Operator Professional v2	ITOM AIOps Enterprise v2
✓	✓	✓
	✓	✓
		✓
		✓
	✓	✓
	included	included
5	5	5
£9.12 / Subscription Unit	£18.24 / Subscription Unit	£28.88 / Subscription Unit
PROD14997	PROD14995	PROD16963

No restriction on mixing ITOM Discovery w/ Visibility

ITOM Discovery v2 ¹
£6.08 / Subscription Unit
PROD15000

Health Log Analytics ⁴ (add-on to ITOM Op Pro v2)
£10.64 / Subscription Unit
PROD16964

Prices per Subscription Unit, per month

¹ **Service Graph Connectors:** Entitlement to Certified Service Graph Connectors come with ITOM Visibility and the Subscription Unit based ITOM Discovery

² **Spokes:** Jenkins; MS Active Directory; MS Azure Active Directory; MS SCCM; Kubernetes; F5

Protocols: Powershell; SSH

Transactions not included. Utilize IntegrationHub Starter available with 1,000,000 transactions

³ **Bundled custom tables** are primarily for the configuration of the packaged applications. Remaining tables can be used for any purpose but must follow the Unrestricted User model.

⁴ **Health Log Analytics** requires >= number of ITOM Operator Professional or ITOM Health SUs

- All ITOM a la carte products include 5 Bundled Custom Tables

IT Asset Management (Software Asset Management)



	Software Asset Management Professional	Software Asset Management Enterprise
Software Asset Management	✓	✓
Software Spend Detection	✓	✓
Client Software Distribution for SAM ¹	✓	✓
Cloud Insights		✓
Performance Analytics for SAM	✓	✓
App Engine Starter ²	5	5
	£6.08 / SU	£9.12 / SU
	PROD15033	PROD15034

¹ For customers unwilling to sign the Software Spend Detection addendum a separate SKU without Software Spend Detection is available (PROD15058 or PROD15059)

¹ Client Software Distribution for SAM is for the harvesting of licenses via SAM only

² App Engine Starter are primarily for the configuration of the packaged applications. Remaining tables can be used for any purpose but must follow the Unrestricted User model.

The email consent to reclaim software (harvesting) through SAM is included for all employees

Software Asset Management Template -

- Asset Management is an application in IT Service Management and includes a Software Asset Management template plugin
- The template is a feature of Asset Management and is not a standalone offering.
- This feature is available to customers via activation through a HI Request only

IT Asset Management (Hardware Asset Management Pro)



Hardware Asset Management	Hardware Asset Management Professional v2
Performance Analytics for HAM	✓
App Engine Starter ¹	✓
	5
	£3.04 / Subscription Unit
	PROD16047

Subscription Unit Ratios

- 1 Server = 1 SU
- 4 End User Computing Devices = 1 SU
- 5 Network Devices = 1 SU
- 10 Mobile Devices = 1 SU

¹ App Engine Starter are primarily for the configuration of the packaged applications. Remaining tables can be used for any purpose but must follow the Unrestricted User model.

Integrated Risk Management

No changes in Feb 2022



Policy and Compliance Management
Risk Management
Audit Management
Regulatory Change Management
Use Case Accelerators
Advanced Risk Management
Advanced Audit Management
Predictive Intelligence
Virtual Agent ²
Performance Analytics
App Engine Starter ³

IRM Standard	IRM Professional	IRM Enterprise
✓	✓	✓
✓	✓	✓
✓	✓	✓
	✓	✓
	✓	✓
	Limited ¹	✓
	✓	✓
	✓	✓
	✓	✓
✓	✓	✓
5	5	5
£3.80 / IRM User £76 / IRM Operator	£6.84 / IRM User £152 / IRM Operator	£9.88 / IRM User £228 / IRM Operator
PROD12019 PROD14208	PROD12020 PROD12490	PROD12021 PROD12491

Vendor Risk Management
£60.80 / Vendor
PROD12023

Privacy Management
£38 / Privacy Operator
PROD16286

¹ Capability to manage advanced risk assessments through Manual Risk Factors, Risk-rollups, and Risk Hierarchies

² Virtual Agent includes Unlimited Conversations included in the IRM User model. 1000 Conversation Transactions per IRM Operator per month.

³ App Engine Starter are primarily for the configuration of the packaged applications. Remaining tables can be used for any purpose but must follow the same IRM User/IRM Operator model as the purchased package.

Product Code	Full Name	Attribute #1 / Meter	Base Price GBP	Product Description
Note: ACV = Annual Contract Value				
IT Service Management (ITSM)				
PROD17243	IT Service Management Standard - Fulfiller User v3	Fulfiller User	£76.00	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Digital Portfolio Management and Universal Request</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available according to the release indicated below. San Diego - Digital Portfolio Management</p>
PROD17252	IT Service Management Standard - Unrestricted User v3	Unrestricted User	£11.40	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management;</p>

				<p>Walk-Up Experience; Digital Portfolio Management and Universal Request</p> <p>Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available according to the release indicated below. Walk-Up Experience- London San Diego - Digital Portfolio Management</p>
PROD17256	IT Service Management Professional - Fulfiller User v3	Fulfiller User	£114.00	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; DevOps Change Velocity; Mobile Publishing; Vendor Manager Workspace; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or</p>

				<p>custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Professional Applications and App Engine Starter 50 Custom Tables.</p> <p>App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available in the family release indicated below. San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights)</p>
PROD17257	IT Service Management Professional - Unrestricted User v3	Unrestricted User	£15.20	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; DevOps Change Velocity; Mobile Publishing; Vendor Manager Workspace; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section.</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Professional Applications and App Engine Starter 50 Custom Tables.</p>

				<p>App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available in the family release indicated below. Digital Portfolio Management; DevOps Change Velocity (Formerly: DevOps and DevOps Insights) - San Diego</p>
PROD17259	IT Service Management Enterprise - Fulfiller User v3	Fulfiller User	£171.00	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; Vendor Manager Workspace; Workforce Optimization; Process Optimization; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Enterprise Applications and App Engine Starter 50 Custom Tables. Usage is limited by the number of purchased Fulfiller Users</p>

				<p>App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available in the family release indicated below: San Diego - Digital Portfolio Management; DevOps Change Velocity (Formerly: DevOps and DevOps Insights)</p>
PROD17269	IT Service Management Enterprise - Unrestricted User v3	Unrestricted User	£22.80	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; Vendor Manager Workspace; Workforce Optimization; Process Optimization; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage of IT Service Management Enterprise is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro: Use rights apply only to IT Service Management Enterprise Applications and App Engine Starter 50 Custom Tables.</p> <p>App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions granted to that User Type.</p>

				<p>The following Application(s) became available in the family release indicated below.</p> <p>San Diego - Digital Portfolio Management; DevOps Change Velocity (Formerly: DevOps and DevOps Insights)</p>
PROD09218	Virtual Agent ITSM Conversation - Transaction Pack	Transaction Pack	£1,583.08	<p>Virtual Agent ITSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly).</p> <p>A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Virtual Agent use rights apply only to IT Service Management Professional applications.</p> <p>Requires IT Service Management Professional.</p>
IT Operations Management (ITOM)				
PROD14995	ITOM Operator Professional v2	Subscription Unit	£18.24	<p>Included Applications: ITOM Visibility; ITOM Health; and Performance Analytics</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p>

				<p>Protocols and Spokes require IntegrationHub Transactions which are not included in the ITOM Operator Professional Subscription Product.</p> <p>MetricBase: ITOM Health includes entitlement for 200 MetricBase Series per each Configuration Item (CI) in the Customer instance (1:200). A CI is any component tracked within a Customer ServiceNow CMDB.</p> <p>A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.</p> <p>MetricBase Series may be used within the ITOM Health Applications only. Additional MetricBase series require the purchase of a separate MetricBase package.</p> <p>Performance Analytics: Use rights apply only to ITOM Operator Professional Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p>
PROD16963	ITOM AIOps Enterprise v2	Subscription Unit	£28.88	<p>Included Applications: ITOM Visibility; ITOM Health; Health Log Analytics; ITOM Governance; and Performance Analytics</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>IntegrationHub and App Engine entitlements included in ITOM Governance are solely restricted to use by ITOM Governance features. All other use requires the applicable purchase of additional IntegrationHub and App Engine entitlement.</p>

				<p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html, which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Protocols and Spokes require IntegrationHub Transactions which are not included in the ITOM AIOps Enterprise Subscription Product.</p> <p>MetricBase: ITOM Health and ITOM Governance each include entitlements for 200 MetricBase Series per each Configuration Item (CI) in the Customer instance (1:200). A CI is any component tracked within a Customer ServiceNow CMDB.</p> <p>A MetricBase Series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.</p> <p>The included ITOM Health and ITOM Governance MetricBase Series may be used within their respective Applications only. Additional MetricBase Series require the purchase of a separate MetricBase package.</p> <p>Performance Analytics: Use rights apply only to ITOM AIOps Enterprise Applications and included App Engine Starter Custom Tables.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An</p>
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				Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".
PROD16964	Health Log Analytics Add-on	Subscription Unit	£10.64	<p>Included Applications: Health Log Analytics</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>Health Log Analytics requires ITOM Health as a prerequisite. Health Log Analytics Subscription Units must be equal to or less than ITOM Health Subscription Units.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html, which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p>
PROD14997	IT Operations Management Visibility v2	Subscription Unit	£9.12	<p>Included Applications: ITOM Visibility</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources</p>

				<p>and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active";.</p>
PROD15000	ITOM Discovery - Subscription Unit v2	Subscription Unit	£6.08	<p>Included Applications: Discovery</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active";.</p>

Security Operations (SecOps)				
PROD16743	Security Operations Standard - SIR - Unrestricted User	Unrestricted User	£1.71	<p>Included Applications: Security Incident Response Usage of Security Operations Standard is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights.</p>
PROD12821	Security Operations Standard - VR - Devices	Devices	£0.76	<p>Included Application: Vulnerability Response</p> <p>Usage of Security Operations Standard is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p>
PROD16744	Security Operations Professional - SIR - Unrestricted User	Unrestricted User	£3.04	<p>Included Applications: Security Incident Response; Threat Intelligence; Event Management for Security Operations; Security Incident Response Integration Bundles; Major Security Incident Management; Predictive Intelligence; and Performance Analytics Usage of Security Operations Professional is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>Performance Analytics and Predictive Intelligence: Use rights apply only to Security Operations Professional Applications and included App Engine Starter</p>

				Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights.
PROD12824	Security Operations Professional - VR - Devices	Devices	£1.33	<p>Included Applications: Vulnerability Response; Vulnerability Solution Management; Application Vulnerability Response; Predictive Intelligence; and Performance Analytics</p> <p>Usage of Security Operations Professional is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Performance Analytics and Predictive Intelligence: Use rights apply only to Security Operations Professional Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active";.</p> <p>The following Application(s) became available in the family release indicated: Vulnerability Solution Management – Madrid Application Vulnerability Response - Orlando</p>
PROD16745	Security Operations Enterprise - VR - Devices	Devices	£1.90	<p>Included Applications: Vulnerability Response; Vulnerability Solution Management; Application Vulnerability Response; Cloud Security for Vulnerability Response; Configuration Compliance; Patch Orchestration; Predictive Intelligence; and Performance Analytics</p> <p>Usage of Security Operations Enterprise - VR is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate</p>

				<p>security infrastructure for which ServiceNow may receive and process security events. Performance Analytics and Predictive Intelligence: Use rights apply only to Security Operations Enterprise - VR Applications and included App Engine Starter Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>The following Application(s) became available in the family release indicated: Cloud Security for Vulnerability Response; Patch Orchestration - Quebec</p>
PROD16746	Data Loss Prevention Incident Response - Unrestricted User	Unrestricted User	£1.71	<p>Included Applications: Data Loss Prevention Incident Response Usage of Data Loss Prevention Incident Response is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>
LightStep				
PROD17443	Lightstep Span Data v2	Span Data	£0.06	<p>The Lightstep Span Data offering is measured in gigabytes of data sent within a one-month period from Customer spans to the microsatellites. Each span represents a different piece of an overall transaction flowing through the Customer application, and spans are pieced together into a trace. Customer may then view the actual trace in the Lightstep Service, along with the span metadata.</p>

PROD16634	Lightstep Active Time Series	Active Time Series	£0.02	Lightstep Active Time Series is a set of timestamped measurements that share a metric name and a unique set of tag keys and values.
PROD17444	Lightstep Streams v2	Streams	£3.27	Lightstep Streams serve as the query, and underlying data, to drive the display of statistical time series data and example traces.
PROD16637	Lightstep Seats	Seats		Lightstep Seats are the number of active and unique users that log into the Lightstep Service at least once during a Service Term.
PROD17445	Lightstep Active Service Bundle v2	Subscription	£152.00	<p>Offerings included in the Lightstep Active Service Bundle: Lightstep Active Service, Lightstep Span Data, Lightstep Active Time Series, Lightstep Key Operations, and Lightstep Streams. Lightstep Active Services are services that report telemetry to the Lightstep Service within a one-month period.</p> <p>The Lightstep Span Data offering is measured in gigabytes of data sent within a one-month period from Customer spans to the microsatellites. Each span represents a different piece of an overall transaction flowing through the Customer application, and spans are pieced together into a trace. Customer may then view the actual trace in the Lightstep Service, along with the span metadata.</p> <p>Lightstep Active Time Series is a set of timestamped measurements that share a metric name and a unique set of tag keys and values.</p> <p>Lightstep Key Operations may be used to monitor performance of Customer selected operations by measuring the latency, error rate, and operation rates of those operations.</p> <p>Lightstep Streams serve as the query, and underlying data, to drive the display of statistical time series data and example traces.</p>

PROD16639	Lightstep Key Operations	Key Operations	£0.91	Lightstep Key Operations may be used to monitor performance of Customer selected operations by measuring the latency, error rate, and operation rates of those operations.
PROD16640	Lightstep Active Services	Active Services		Lightstep Active Services are services that report telemetry to the Lightstep Service within a one-month period.
PROD17446	Lightstep Quickstart v2	N/A	£7,600.00	Services are subject to the applicable Packaged Professional Service terms on www.servicenow.com/upgrade-schedules.html
PROD17447	Lightstep Professional Services Hours v2	T&M	£304.00	Lightstep Professional Services Hours is a professional services engagement with deliverables set forth in a statement of work.
IT Asset Management (ITAM)				
Software Asset Management				
PROD15033	Software Asset Management Professional - Subscription Unit	Subscription Unit	£6.08	<p>Included Applications: Software Asset Management; Software Spend Detection; Performance Analytics; and Client Software Distribution</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a Subscription Unit, are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Performance Analytics use rights apply only to Software Asset Management Professional Applications and included Bundled Custom Tables.</p> <p>Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application</p>

				<p>for license harvesting.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active";.</p>
PROD15034	Software Asset Management Enterprise - Subscription Unit	Subscription Unit	£9.12	<p>Included Applications: Software Asset Management; Software Spend Detection; Cloud Insights; Performance Analytics; and Client Software Distribution</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a Subscription Unit are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Performance Analytics use rights apply only to Software Asset Management Enterprise Applications and included Bundled Custom Tables.</p> <p>Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application for license harvesting.</p> <p>Bundled Custom Tables: Customer is granted the right to create</p>



				or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active";.
Hardware Asset Management				
PROD16047	Hardware Asset Management Professional - Subscription Unit v2	Subscription Unit	£3.04	<p>Included Applications: Hardware Asset Management; and Performance Analytics</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the Hardware Asset Management (HAM) - ServiceNow Subscription Unit Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>Performance Analytics: Use rights apply only to Hardware Asset Management Professional Applications and included App Engine Starter Custom Tables.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active";.</p> <p>The following Application(s) became available according to the release indicated below: Paris - Hardware Asset Management</p>

Add Use Rights				
PROD15028	Business Stakeholder User v3	Business Stakeholder User	£26.60	<p>A Business Stakeholder User may approve requests, view all records and view and drill through reports within the Subscription Products to which the Customer is subscribed.</p> <p>Customers with a separately purchased IT Service Management Subscription product may provide Business Stakeholder Users with the right to update comments to incidents or requests on behalf of other Users.</p> <p>Customers with a separately purchased Customer Service Management, Financial Services Operations, or Telecommunications Service Management Subscription products may provide Business Stakeholder Users with the right to create cases and update comments on behalf of their customers or service organizations.</p> <p>Use of Business Stakeholder right with Custom Tables requires: (i) use of the ServiceNow created approvals module; and (ii) creation of a read role on the Custom Table associated with the Business Stakeholder role.</p> <p>The following Application(s) became available in the family release indicated: New York - Business Stakeholder</p>
Integrated Risk Management (IRM - formerly GRC)				
IRM				
PROD12019	Integrated Risk Management Standard - IRM User	IRM User	£3.80	<p>Included Applications: Policy and Compliance Management; Risk Management; Audit Management; and Performance Analytics</p> <p>Integrated Risk Management (IRM) must be purchased for at least the total number of Customer employees, including full-time employees, part-time employees, contractors, and contingent workers, any of which may be an IRM User.</p>

				<p>An IRM User is any User with the right to access one or more of the Integrated Risk Management Applications above and may perform any or all functions within the Integrated Risk Management Applications.</p> <p>IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Performance Analytics use rights apply only to Integrated Risk Management Standard Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Policy and Compliance Management, Audit Management – Helsinki Risk Management - Geneva</p>
PROD14208	Integrated Risk Management Standard - IRM Operator	IRM Operator	£76.00	<p>Included Applications: Policy and Compliance Management; Risk Management; Audit Management; and Performance Analytics</p> <p>An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications.</p> <p>IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Performance Analytics use rights apply only to Integrated Risk Management Standard Applications and included Bundled Custom Tables.</p>

				Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables.
PROD12020	Integrated Risk Management Professional - IRM User	IRM User	£6.84	<p>Included Applications: Policy and Compliance Management; Risk Management; Audit Management; Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; Regulatory Change Management Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Customer is granted use rights for the following Applications as described herein:</p> <p>Advanced Risk Management: Customer is granted the right to manage advanced risk assessments through manual risk factors, risk-rollups, and risk hierarchies.</p> <p>Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to Integrated Risk Management (IRM) Professional Applications and included Bundled Custom Tables.</p> <p>IRM must be purchased for at least the total number of Customer employees, including full-time employees, part-time employees, contractors, and contingent workers, any of which may be an IRM User.</p> <p>An IRM User is any User with the right to access one or more of the Integrated Risk Management Applications above and may perform any or all functions within the Integrated Risk Management Applications.</p> <p>IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM User the</p>

				<p>right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Risk Management – Geneva Policy and Compliance Management; Audit Management – Helsinki Predictive Intelligence – Kingston Virtual Agent – London Use Case Accelerators; Advanced Risk Management - New York Regulatory Change Management – Orlando Advanced Audit Management - Paris</p>
PROD12490	Integrated Risk Management Professional - IRM Operator	IRM Operator	£152.00	<p>Included Applications: Policy and Compliance Management; Risk Management; Audit Management; Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; Regulatory Change Management; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Customer is granted use rights for the following Applications as described herein:</p> <p>Advanced Risk Management: Customer is granted the right to manage advanced risk assessments through manual risk factors, risk-rollups, and risk hierarchies.</p> <p>Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to Integrated Risk Management (IRM) Professional Applications and included Bundled Custom Tables.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per IRM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p>

				<p>An IRM Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications.</p> <p>IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Risk Management-Geneva Policy and Compliance Management; Audit Management-Helsinki Predictive Intelligence – Kingston Virtual Agent – London Use Case Accelerators; Advanced Risk Management - New York Regulatory Change Management – Orlando Advanced Audit Management - Paris</p>
PROD12021	Integrated Risk Management Enterprise - IRM User	IRM User	£9.88	<p>Included Applications: Policy and Compliance Management; Risk Management; Audit Management; Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; Regulatory Change Management; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Integrated Risk Management (IRM) must be purchased for at least the total number of Customer employees, including full-time employees, part-time employees, contractors, and contingent workers, any of which may be an IRM User.</p> <p>An IRM User is any User with the right to access one or more of the Integrated Risk Management Applications above and may perform any or all functions within the Integrated Risk</p>

				<p>Management Applications.</p> <p>An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to IRM Enterprise Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Risk Management- Geneva Policy and Compliance Management; Audit Management- Helsinki Predictive Intelligence – Kingston Virtual Agent – London Use Case Accelerators; Advanced Risk Management - New York Regulatory Change Management – Orlando Advanced Audit Management - Paris</p>
PROD12491	Integrated Risk Management Enterprise - IRM Operator	IRM Operator	£228.00	<p>Included Applications: Policy and Compliance Management; Risk Management; Audit Management; Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; Regulatory Change Management; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>An IRM Operator is any User who contributes to, or is part of, an Integrated Risk Management (IRM) application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications.</p> <p>An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p>

				<p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per IRM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to IRM Enterprise Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Risk Management – Geneva Policy and Compliance Management; Audit Management – Helsinki Predictive Intelligence – Kingston Virtual Agent – London Use Case Accelerators; Advanced Risk Management - New York Regulatory Change Management – Orlando Advanced Audit Management - Paris</p>
Vendor Risk Management				
PROD12023	Vendor Risk Management - Vendors	Vendors	£60.80	<p>Included Applications: Vendor Risk Management</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.</p>
Policy & Compliance Management				
PROD12158	Policy and Compliance Management - IRM User	IRM User	£2.28	Included Application: Policy and Compliance Management

				<p>Policy and Compliance Management must be purchased for at least the total number of Customer employees, including full-time employees, part-time employees, contractors, and contingent workers, any of which may be an IRM User.</p> <p>An IRM User is any User with the right to access Policy and Compliance Management and may perform any or all functions within the Policy and Compliance Management Application. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM User the right to access those Custom Tables.</p>
PROD14209	Policy and Compliance Management - IRM Operator	IRM Operator	£38.00	<p>Included Application: Policy and Compliance Management</p> <p>An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables.</p>
Privacy Management				
PROD16286	Privacy Management Standard - Privacy Operator	Privacy Operator	£38.00	<p>Included Applications: Privacy Management</p> <p>A Privacy Operator is any User who manages privacy screening assessments, privacy impact assessments, processing activity criticality assessments, and privacy risk assessments within the Privacy Management Application. A Privacy Operator is also any User that applies and reviews controls based on assessment responses, maintains a record of all the processing activities, and identifies and reports issues. The purchase of Privacy Management requires the purchase of an IRM Standard, Professional, or Enterprise subscription product. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Privacy Operator the right to access those Custom Tables.</p>



Business Continuity				
PROD13220	Business Continuity Management Standard - BCM User	BCM User	£1.52	<p>Included Applications: Business Impact Analysis; Business Continuity Planning; and Crisis Management</p> <p>Business Continuity Management (BCM) must be purchased for at least the total number of Customer employees, including full-time employees, part-time employees, contractors, and contingent workers, each of which is a BCM User and may perform any or all functions within the BCM Applications.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each BCM User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Business Continuity Planning and Business Impact Analysis - Paris</p>
PROD13219	Business Continuity Management Standard - BCM Operator	BCM Operator	£152.00	<p>Included Applications: Business Impact Analysis; Business Continuity Planning; and Crisis Management</p> <p>A Business Continuity Management (BCM) Operator is any User who contributes to, or is part of, any BCM Application workflow or process in any way. A BCM Operator may perform any or all functions within the BCM Applications.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each BCM Operator the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Business Continuity Planning and Business Impact Analysis - Paris</p>
PROD14200	Business Continuity Management Professional v2 - BCM User	BCM User	£2.28	<p>Included Applications: Business Impact Analysis; Business Continuity Planning; Crisis Management; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Business Continuity Management (BCM) must be purchased for</p>

				<p>at least the total number of Customer employees, including full-time employees, part-time employees, contractors, and contingent workers, each of which is a BCM User and may perform any or all functions within the BCM Applications. Performance Analytics, Virtual Agent, and Predictive Intelligence: Use rights apply only to BCM Professional Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each BCM User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Business Continuity Planning; Business Impact Analysis; and Crisis Management - Paris</p>
PROD14201	Business Continuity Management Professional v2 - BCM Operator	BCM Operator	£228.00	<p>Included Applications: Business Impact Analysis; Business Continuity Planning; Crisis Management; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>A Business Continuity Management (BCM) Operator is any User who contributes to, or is part of, any BCM application workflow or process in any way. A BCM Operator may perform any or all functions within the BCM Applications.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per BCM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s)</p> <p>Performance Analytics, Virtual Agent, and Predictive Intelligence: Use rights apply only to BCM Professional Applications and included Bundled Custom Tables. Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each BCM Operator the right to access those</p>

				<p>Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Business Continuity Planning; Business Impact Analysis; and Crisis Management - Paris</p>
Customer Service Management (CSM)				
PROD17143	Customer Service Management Standard - Fulfiller User v6	Fulfiller User	£95.00	<p>Included Applications: Customer Service Management; Communities; Engagement Messenger; Walk-Up Experience; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Standard Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Universal Request use rights apply only to Customer Service</p>



				<p>Management Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available in the family release indicated: Quebec - Engagement Messenger San Diego - Digital Portfolio Management</p>
PROD17145	Customer Service Management Professional With App Engine 100 - Fulfiller User v6	Fulfiller User	£171.00	<p>Included Applications: Customer Service Management; Communities; Engagement Messenger; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; Vendor Manager Workspace; DevOps Change Velocity; App Engine Studio; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>App Engine 100: Customer is granted the right to create or install up to 100 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Professional Subscription Product fees.</p>



				<p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Each Fulfiller User purchased includes 2,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Customer Service Management Professional Applications and App Engine 100 Custom Tables.</p> <p>The following Application(s) became available in the family release indicated: Quebec - Engagement Messenger San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights)</p>
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PROD10246	Customer Service Management (1,000 Additional Customer Portal Visits) – 1,000 Visit Pack	1,000 Visit Pack	£45.60	<p>The Customer Portal is a web interface that external requesters can use to access the Customer Service Management functionality. Access to the Customer Portal is measured by Visits.</p> <p>A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p>
PROD09274	Virtual Agent CSM Conversaton - Transaction Pack	Transaction Pack	£1,583.33	<p>Virtual Agent CSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly).</p> <p>A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Virtual Agent use rights apply only to Customer Service Management Professional applications.</p> <p>Requires Customer Service Management Professional.</p>
PROD17010	Order Management - Transaction Pack	Transaction Pack	£43.70	<p>Included Application: Order Management</p> <p>Each Order Management Transaction Pack includes entitlement for up to 10,000 Order Management Transactions.</p> <p>Order Management Transactions are measured by the number of entries created in the CSM Order Line Items table in the prior 365 days.</p> <p>San Diego - Order Management</p>
Public Sector Digital Services (PSDS)				

PROD17285	Public Sector Digital Services Standard - Fulfiller User	Fulfiller User	£152.00	<p>Included Applications: Public Sector Digital Services Core; Customer Service Management; Communities; Engagement Messenger; Walk-Up Experience; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Public Sector Digital Services Standard Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Universal Request use rights apply only to Public Sector Digital Services Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User,</p>
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				<p>External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available in the family release indicated: Quebec - Engagement Messenger San Diego - Digital Portfolio Management; Public Sector Digital Services Core</p>
PROD17309	Public Sector Digital Services Professional With App Engine 100 - Fulfiller User	Fulfiller User	£228.00	<p>Included Applications: Public Sector Digital Services Core; Customer Service Management; Communities; Engagement Messenger; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; Vendor Manager Workspace; DevOps Change Velocity; App Engine Studio; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>App Engine 100: Customer is granted the right to create or install up to 100 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Public Sector Digital Services Professional Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households,</p>



				<p>partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Each Fulfiller User purchased includes 2,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Public Sector Digital Services Applications and App Engine 100 Custom Tables.</p> <p>The following Application(s) became available in the family release indicated: Quebec - Engagement Messenger San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights); Public Sector Digital Services Core</p>
Field Service Management (FSM)				

PROD15368	Field Service Management Standard - Fulfiller User	Fulfiller User	£76.00	<p>Included Applications: Field Service Management (FSM); Cost Management for FSM; Planned Maintenance for FSM; Asset Management for FSM; Universal Request and Contractor Management</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users are not included in the Fulfiller User count and are not subject to Field Service Management Standard Subscription Product fees.</p> <p>Notwithstanding the above, External Users subscribed to a Customer Service Management product may create and view FSM work orders and appointments of their own or related accounts.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Fulfiller User, Requester User and External User the right to access those Custom Tables and perform the actions granted to that User Type as defined in the User Type Definition.</p> <p>The following application(s) became available according to the release indicated below. Paris - Contractor Management</p>
PROD15369	Field Service Management Professional With App Engine 100I - Fulfiller User	Fulfiller User	£133.00	<p>Included Applications: Field Service Management (FSM); Cost Management for FSM; Planned Maintenance for FSM; Asset Management for FSM; Continual Improvement; Contractor Management; Mobile Publishing; Universal Request Pro; App Engine Studio; Predictive Intelligence; Virtual Agent and Performance Analytics</p> <p>App Engine 100: Customer is granted the right to create or install up to 100 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type as defined in the User Type Definition.</p>

				<p>Usage is limited by the number of purchased Fulfiller Users. Requester Users are not included in the Fulfiller User count and are not subject to Field Service Management Professional Subscription Product fees.</p> <p>Notwithstanding the above, External Users subscribed to a Customer Service Management product may create and view FSM work orders and appointments of their own or related accounts.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to Field Service Management Professional Applications and App Engine 100 Custom Tables.</p> <p>The following application(s) became available according to the release indicated below. Paris &ndash; Contractor Management</p>
PROD15370	Field Service Management Contractor User	Contractor User	£26.60	<p>Included Applications: Contractor Management</p> <p>Field Service Management Contractor may only view and edit tasks assigned to that Field Service Management Contractor by Customer.</p> <p>The following application(s) became available according to the release indicated below. Paris - Contractor Management</p>

Healthcare and Life Sciences Service Management

PROD17366	Healthcare & Life Sciences Service Management Professional with App Engine 100 - Fulfiller User v2	Fulfiller User	£228.00	<p>Included Applications: Healthcare and Life Sciences Service Management Core; Vaccine Administration Management; Pre-Visit Management; Customer Service Management; Communities; Engagement Messenger; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Vendor Manager Workspace; DevOps Change Velocity; Digital Portfolio Management; Mobile Publishing; Universal Request Pro; App Engine Studio; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>App Engine 100: Customer is granted the right to create or install up to 100 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Healthcare Life Sciences Service Management Professional Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p>
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				<p>Each Fulfiller User purchased includes 2,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Healthcare Life Sciences Service Management Professional Applications and App Engine 100 Custom Tables.</p> <p>The following Application(s) became available in the family release indicated: Paris - Outsourced Customer Service; Healthcare and Life Sciences Service Management Core; Vaccine Administration Management Quebec - Engagement Messenger Rome - Pre-Visit Management</p>
HR Service Delivery (HRSD)				
PROD17237	HR Service Delivery Professional - HR User v4	HR User	£7.60	<p>Included Applications: Case and Knowledge Management; Employee Center Pro; Lifecycle Events; Continual Improvement; Communities; Mobile Publishing; Universal Request Pro; Performance Analytics; Predictive Intelligence; and Virtual Agent</p> <p>Usage of the HR Service Delivery Professional Applications is</p>

				<p>limited to the number of HR Users active in the ServiceNow HR Profile table. An HR User is defined as any active User in the ServiceNow HR Profile table that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access HR Service Delivery Professional as Users and these Users do not require an HR User subscription.</p> <p>Lifecycle Event usage is limited to events that remain within the HR domain and explicitly excludes onboarding, offboarding, and transfers.</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to HR Professional Applications and App Engine Starter 15 Custom Tables.</p> <p>App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each HR User the right to access those Custom Tables.</p>
PROD17238	HR Service Delivery Enterprise – HR User v4	HR User	£12.16	<p>Included Applications: Case and Knowledge Management; Employee Center Pro; Lifecycle Events; Enterprise Onboarding and Transitions; Continual Improvement; Communities; Employee Journey Management; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage of the HR Service Delivery Enterprise Applications is limited to the number of HR Users active in the ServiceNow HR Profile table. An HR User is defined as any active User in the ServiceNow HR Profile table that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access HR Service</p>

				<p>Delivery Enterprise as Users and these Users do not require an HR User subscription.</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to HR Enterprise Applications and App Engine Starter 15 Custom Tables.</p> <p>App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each HR User the right to access those Custom Tables.</p>
Employee Management				
PROD15579	Employee Workflow Starter - Unrestricted User	Unrestricted User	£4.56	<p>Included Applications: Case and Knowledge Management; Employee Center Pro; and Universal Request</p> <p>Usage of Employee Workflow Starter is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". An Unrestricted User may perform any or all functions within the Employee Workflow Starter Applications.</p> <p>App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables.</p> <p>Entitlement to Employee Workflow Starter - Unrestricted User is for the Subscription Term only and may not be extended or renewed.</p>
PROD15945	Employee Center Professional – Unrestricted User	Unrestricted User	£3.80	<p>Included Application: Employee Center Professional</p> <p>Usage of Employee Center Professional is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>The following Application became available in the family release indicated below.</p> <p>Employee Center Professional - Rome</p>
PROD11370	Employee Document Management – Application v2	Application	30% of HR ACV	<p>Included Application: Employee Document Management</p> <p>Usage of the Employee Document Management Application is</p>

				<p>limited to the number of HR Users active in the ServiceNow HR Profile table. An HR User is defined as any active User in the ServiceNow HR Profile table that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access Employee Document Management as Users and these Users do not require an HR User subscription.</p> <p>This Application became available in the London family release.</p>
Legal Service Delivery (LSD)				
PROD15269	Legal Service Delivery - Unrestricted User	Unrestricted User	£6.08	<p>Included Applications: Legal Request Management; Legal Matter Management; Virtual Agent; Predictive Intelligence; and Performance Analytics</p> <p>Usage is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to the Legal Service Delivery Applications.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables.</p>
PROD16896	Legal Service Delivery - Fulfiller User	Fulfiller User	£722.00	<p>Included Applications: Legal Request Management; Legal Matter Management; Virtual Agent; Predictive Intelligence; and Performance Analytics</p> <p>A Fulfiller User is defined as any User with the right to access one or more of Legal Service Delivery Applications.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or</p>

				<p>custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to the Legal Service Delivery Applications.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables.</p>
Safe Workplace				
PROD15073	Safe Workplace Professional	Safe Workplace User	£3.80	<p>Included Applications: Employee Readiness Surveys; Employee Health Screening; Health and Safety Testing; Workplace PPE Inventory Management; Workplace Safety Management; Workplace Reservation; Workplace Space Mapping; Workplace Visitor Management; Contact Tracing; Vaccination Status; Employee Travel Safety; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage is limited to the number of Safe Workplace Users. A Safe Workplace User is defined as any User with the right to access the included applications in any way or Users receiving services supported within a Safe Workplace included application. This includes, but is not limited to, the following: make requests through a portal or mobile application, receive and respond to surveys, request or receive PPE, receive a health screen, or receive any other services managed by the included applications. Visitors that do not meet the definition of "User" are not included in the Safe Workplace User count and are not subject to Safe Workplace Subscription Product fees.</p> <p>A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence: use rights apply only to Safe Workplace Professional Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Safe</p>

				<p>Workplace Professional User the right to access those Custom Tables.</p> <p>The following application(s) became available according to the release indicated below.</p> <p>Madrid - Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Safety Management</p> <p>New York - Workplace Reservation</p> <p>Paris - Contact Tracing; Vaccination Status</p>
PROD15103	Safe Workplace Standard - Safe Workplace User v3	Safe Workplace User	£2.28	<p>Included Applications: Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Safety Management; Contact Tracing, Employee Travel Safety, Health and Safety Testing, Vaccination Status, and Performance Analytics</p> <p>Usage is limited to the number of Safe Workplace Users. A Safe Workplace User is defined as any User with the right to access the included applications in any way or Users receiving services supported within a Safe Workplace included application. This includes, but is not limited to, the following: make requests through a portal or mobile application, receive and respond to surveys, request or receive PPE, receive a health screen, or receive any other services managed by the included applications. Visitors that do not meet the definition of "User" are not included in the Safe Workplace User count and are not subject to Safe Workplace Subscription Product fees.</p> <p>Performance Analytics: Use rights apply only to Safe Workplace Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Safe Workplace User the right to access those Custom Tables.</p> <p>The following application(s) became available according to the release indicated below.</p> <p>Madrid - Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Safety Management</p>

Workplace Service Delivery (WSD)

PROD16885	Workplace Service Delivery - Unrestricted User v3	Unrestricted User	£6.08	<p>Included Applications: Workplace Case Management; Workplace Space Mapping; Workplace Space Management; Workplace Reservation; Workplace Safety Management; Workplace Visitor Management; Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Contact Tracing; Employee Travel Safety; Health and Safety Testing; Vaccination Status; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage of Workplace Service Delivery is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p> <p>Predictive Intelligence; Virtual Agent; and Performance Analytics: Use rights apply only to Workplace Service Delivery Applications and included App Engine Starter Custom Tables.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables.</p>
PROD16884	Workplace Service Delivery - Workplace User v4	Workplace User	£6.08	<p>Included Applications: Workplace Case Management; Workplace Space Mapping; Workplace Space Management; Workplace Reservation; Workplace Safety Management; Workplace Visitor Management; Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Contact Tracing; Employee Travel Safety; Health and Safety Testing; Vaccination Status; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage is limited to the number of Workplace Users. A Workplace User is defined as any User with the right to access one or more of the Workplace Service Delivery Applications above. A</p>

				<p>Workplace User may perform any or all functions within the Workplace Service Delivery Applications.</p> <p>Predictive Intelligence; Virtual Agent; and Performance Analytics: Use rights apply only to Workplace Service Delivery Applications and included App Engine Starter Custom Tables.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Workplace User the right to access those Custom Tables.</p>
MetricBase				
PROD15352	MetricBase Starter - Series	Series	£9,120.00	<p>MetricBase includes entitlement to 100,000 series stored on the Metric Base server.</p> <p>A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.</p>
PROD15353	Metric Base – additional 50,000 Series - Series	Series	£1,311.00	<p>MetricBase includes entitlement to 50,000 series stored on the Metric Base server.</p> <p>A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.</p>
PROD15356	Metric Base – additional 100,000 Series - Series	Series	£2,280.00	<p>MetricBase includes entitlement to 100,000 series stored on the Metric Base server.</p> <p>A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.</p>
PROD15355	Metric Base – additional 250,000 Series - Series	Series	£4,940.00	<p>MetricBase includes entitlement to 250,000 series stored on the MetricBase server.</p> <p>A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.</p>
Automation Engine and Integration Hub				



PROD17159	Automation Engine Professional – Unattended Robot	Unattended Robot	£7,916.67	<p>Included Application(s): RPA Hub; Integration Hub Professional; Orchestration Core; Activity Designer; Activity Packs; entitlement for up to 5 Unattended Robots; entitlement for 15 Attended Robots; and entitlement for 3,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund).</p> <p>Automation Engine Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/upgrade-schedules.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An Unattended Robot is defined as a form of business process automation that allows the execution of workflows without human supervision through the development and management capabilities offered by Automation Engine. Unattended Robot entitlements are consumed when a robot of type “Unattended” is assigned to a Virtual Machine in the RPA Hub Application.</p> <p>An Attended Robot is defined as a form of business process automation that allows the execution of workflows as a direct result of a human action and under human supervision. Attended Robot entitlements are consumed when a robot of type “Attended” is assigned to a user in the RPA Hub application.</p> <p>Additional Attended Robots and Unattended Robots require the purchase of a separate Attended Robot bundle and/or Unattended Robot bundle.</p> <p>An Integration Hub Transaction is an external call originating from, initiated by (including record updates triggering a business rule), or part of a flow or workflow.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub bundle.</p>
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PROD17160	Automation Engine Enterprise – Unattended Robot	Unattended Robot	£15,833.33	<p>Included Application(s): RPA Hub; Integration Hub Enterprise; Orchestration Core (Activity Designer; Activity Packs; Password Reset; and Client Software Distribution Application); entitlement for 15 Unattended Robots; entitlement for 45 Attended Robots; and entitlement for up to 6,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund).</p> <p>Automation Engine Enterprise includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/upgrade-schedules.html and IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An Unattended Robot is defined as a form of business process automation that allows the execution of workflows without human supervision through the development and management capabilities offered by Automation Engine. Unattended Robot entitlements are consumed when a robot of type “Unattended” is assigned to a Virtual Machine in the RPA Hub Application. An Attended Robot is defined as a form of business process automation that allows the execution of workflows as a direct result of a human action and under human supervision. Attended Robot entitlements are consumed when a robot of type “Attended” is assigned to a user in the RPA Hub application.</p> <p>Additional Attended Robots and Unattended Robots require the purchase of a separate Attended Robot bundle and/or Unattended Robot bundle.</p> <p>An Integration Hub Transaction is an external call originating from, initiated by (including record updates triggering a business rule), or part of a flow or workflow.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub package.</p>
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PROD11415	IntegrationHub Starter - Transactions	Transactions	£0.00	<p>IntegrationHub Starter includes entitlement for up to 1,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>IntegrationHub Starter includes Protocols and Spokes as set forth in the IntegrationHub Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer.</p> <p>Additional annual Transactions require the purchase of a separate IntegrationHub package.</p>
PROD17161	Automation Engine RPA Hub Bundle - 5 Unattended Robots	Unattended Robot	£1,583.33	<p>Unattended Robot Bundle & 5 Unattended Robots includes entitlement for up to 5 Unattended Robots annually. An Unattended Robot is defined as a form of business process automation that allows the execution of workflows without human supervision through the development and management capabilities offered by Automation Engine. Unattended Robot entitlements are consumed when a robot of type "Unattended" is assigned to a Virtual Machine in RPA Hub Application.</p>
PROD17162	Automation Engine RPA Hub Bundle - 15 Attended Robots	Attended Robot	£1,583.33	<p>Attended Bundle & 15 Attended Robots includes entitlement for up to 15 Attended Robots annually. An Attended Robot is defined as a form of business process automation that allows the execution of workflows as a direct result of a human action and under human supervision. Attended Robot entitlements are consumed when a robot of type "Attended" is assigned to a user in the RPA Hub application.</p>



PROD17167	Automation Engine Bundle - 100 Million Integration Hub Transactions - Transaction Pack	Transaction Pack	£11,400.00	Automation Engine Bundle - 100 Million Integration Hub Transactions includes entitlement for up to 100,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund). An Integration Hub Transaction is an external call originating from, initiated by (including record updates triggering a business rule), or part of a flow or workflow.
PROD17166	Automation Engine Bundle - 50 Million Integration Hub Transactions - Transaction Pack	Transaction Pack	£7,600.00	Automation Engine Bundle - 50 Million Integration Hub Transactions includes entitlement for up to 50,000,000 Integration Hub Transactions annually (unused Transactions expire annually). An Integration Hub Transaction is an external call originating from, initiated by (including record updates triggering a business rule), or part of a flow or workflow.
PROD17165	Automation Engine Bundle - 10 Million Integration Hub Transactions - Transaction Pack	Transaction Pack	£3,800.00	Automation Engine Bundle - 10 Million Integration Hub Transactions includes entitlement for up to 10,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund). An Integration Hub Transaction is an external call originating from, initiated by (including record updates triggering a business rule), or part of a flow or workflow.
PROD17164	Automation Engine Bundle - 1 Million Integration Hub Transactions - Transaction Pack	Transaction Pack	£2,280.00	Automation Engine Bundle - 1 Million Integration Hub Transactions includes entitlement for up to 1,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund). An Integration Hub Transaction is an external call originating from, initiated by (including record updates triggering a business rule), or part of a flow or workflow.
PROD11780	Password Reset Limited - Transaction Pack	Transaction Pack	£1,520.00	Included Application: Password Reset Password Reset Limited includes entitlement for up to 12,000 Password Reset Transactions annually (unused Password Reset Transactions expire annually). A Password Reset Transaction is an integration call that originates from the Password Reset Application.

Mobile Publishing



PROD15406	Mobile Publishing - Application	None	£3,166.66	Customer branding and mobile security SDKs for ServiceNow mobile applications.
App Engine				
PROD13074	App Engine - Fulfiller	Fulfiller User	£114.00	<p>Included Applications: App Engine Studio; Mobile Publishing; Performance Analytics; Virtual Agent; Universal Request Pro and Predictive Intelligence</p> <p>App Engine provides the Customer with the right to deploy Custom Tables in a production instance.</p> <p>Each Fulfiller User has the right to access an unlimited number of Custom Tables to perform the actions of a Fulfiller User.</p> <p>Notwithstanding the definition of Fulfiller User above, an External App Engine Requester is defined as Customer external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. Customer may grant External App Engine Requesters the right to access App Engine as Requester Users. External App Engine Requesters are not included in the App Engine Fulfiller User count and are not subject to App Engine Subscription Product fees.</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to App Engine.</p>
PROD13076	App Engine - Unrestricted User	Unrestricted User	£15.20	<p>Included Applications: App Engine Studio; Mobile Publishing; Performance Analytics; Virtual Agent; Universal Request Pro and Predictive Intelligence</p> <p>App Engine provides the Customer with the right to deploy Custom Tables in a production instance.</p> <p>Each Unrestricted User has the right to access an unlimited number of Custom Tables and perform any or all functions within these Custom Tables. For the avoidance of doubt, additional use rights are required for subscribed usage of any</p>

				<p>ServiceNow created application.</p> <p>Notwithstanding the definition of Unrestricted User above, an External App Engine Requester is defined as Customer external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. Customer may grant External App Engine Requesters the right to access App Engine as Requester Users. External App Engine Requesters are not included in the App Engine Unrestricted User count and are not subject to App Engine Subscription Product fees.</p> <p>Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to App Engine.</p>
PROD13079	App Engine for IT Service Management - Module	Module	20% of IT Svc Mgmt + Bus Stakehldr ACV	<p>Bundled Custom Tables: Customer is granted the right to create or install an unlimited number of Custom Tables and to grant each separately subscribed IT Service Management (ITSM) Fulfiller User the right to access those Custom Tables.</p> <p>The annual subscription fee for Now Platform & reg; App Engine for IT Service Management ("App Engine Subscription Fee") is based on the total of the annual subscription fees of ITSM products subscribed to by Customer. As Customer exceeds capacity of purchased ITSM Fulfillers, or if Customer purchases additional ITSM Fulfillers, additional App Engine Subscription Fees shall apply.</p>
Procurement Service Management				
PROD16928	Procurement Service Management - Procurement User	Procurement User	£15.20	<p>Included Applications: Procurement Case Management; Shopping Hub; Purchase and Receipt Automation; Virtual Agent; and Performance Analytics.</p> <p>Usage is limited to the number of Procurement Users. A Procurement User is defined as any User with the right to access one or more of the Procurement Service Management</p>



				<p>Applications above. A Procurement User may perform any or all functions within the Procurement Service Management Applications.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Procurement User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Virtual Agent and Performance Analytics: Use rights apply only to Procurement Service Management Applications and included App Engine Starter Custom Tables.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Procurement User the right to access those Custom Tables.</p>
PROD16930	Procurement Service Management - Unrestricted User	Unrestricted User	£4.56	<p>Included Applications: Procurement Case Management; Shopping Hub; Purchase and Receipt Automation; Virtual Agent; and Performance Analytics.</p> <p>Usage of Procurement Service Management is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". An Unrestricted User may perform any or all functions within the Procurement Service Management Applications.</p> <p>Virtual Agent and Performance Analytics: Use rights apply only to Procurement Service Management Applications and included App Engine Starter Custom Tables.</p> <p>App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Procurement User the right to access those Custom Tables.</p>
Performance Analytics				

PROD01623	Performance Analytics For Security Operations - Application	Application	20% of ACV for contributing products	<p>Performance Analytics For Security Operations.</p> <p>Performance Analytics use rights apply to Security Operations, Business Management and Governance, Risk and Compliance applications ("Security Operations Subscription Products").</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Security Operations Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased Security Operations Subscription Products, or if Customer purchases additional Security Operations Subscription Products, additional PA Subscription Fees shall apply.</p>
PROD01624	Performance Analytics For Customer Service Management - Application	Application	20% of ACV for contributing products	<p>Performance Analytics For Customer Service Management.</p> <p>Any User may use Performance Analytics with a Customer Service Management application for which he or she has use rights.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Customer Service Management offers subscribed to by Customer. As Customer exceeds capacity of purchased Customer Service Management Users, or if Customer purchases additional Customer Service Management Users, additional PA Subscription Fees shall apply.</p>
PROD01627	Performance Analytics - Enterprise - Application	Application	20% of ACV of contributing products	<p>Performance Analytics - Enterprise.</p> <p>Performance Analytics use rights apply to all Subscription Products.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of all Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased</p>

				Subscription Products, or if Customer purchases additional Subscription Products, additional PA Subscription Fees shall apply.
PROD12788	Performance Analytics For IT Operations Management (NY) - Application	Application	20% of ACV of contributing products	Performance Analytics For IT Operations Management. Performance Analytics use rights apply to ITOM Visibility, ITOM Health, and ITOM Optimization ("ITOM Subscription Products"). The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of ITOM Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased ITOM Subscription Products, or if Customer purchases additional ITOM Subscription Products, additional PA Subscription Fees shall apply.
PROD02229	Performance Analytics For IT Business Management - Application	Application	20% of ACV of contributing products	Performance Analytics For IT Business Management. Any User may use Performance Analytics with an IT Business Management application for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of IT Business Management Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased IT Business Management Users, or if Customer purchases additional IT Business Management Users, additional PA Subscription Fees shall apply.
PROD03426	Performance Analytics For IT Service Management - Application	Application	20% of ACV of contributing products	Performance Analytics For IT Service Management Any User may use Performance Analytics with IT Service Management for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of IT Service Management subscribed by Customer. As Customer exceeds capacity of purchased users or



				purchases additional users of IT Service Management, additional PA Subscription Fees shall apply.
PROD03427	Performance Analytics For Governance, Risk and Compliance - Application	Application	20% of ACV of contributing products	<p>Performance Analytics For Governance, Risk and Compliance</p> <p>Any User may use Performance Analytics with Governance, Risk and Compliance application for which he or she has use rights.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Governance, Risk and Compliance subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of Governance, Risk and Compliance, additional PA Subscription Fees shall apply.</p>
PROD03432	Performance Analytics For Field Service Management - Application	Application	20% of ACV for contributing products	<p>Performance Analytics For Field Service Management</p> <p>Any User may use Performance Analytics with Field Service Management for which he or she has use rights.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Field Service Management subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of Field Service Management, additional PA Subscription Fees shall apply.</p>
Commercial				
PROD16252	Impact Guided - Package	Success	10% CACV	The Impact Guided Package is subject to the Impact Guided Package Description. If not attached to this Order Form, the Package Description is set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.
PROD16290	Impact Advanced - Package	Success	20% CACV	The Impact Advanced Package is subject to the Impact Advanced Package Description. If not attached to this Order Form, the Package Description is set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.

PROD16295	Impact Total - Package	Success	30% CACV	The Impact Total Package is subject to the Impact Total Package Description. If not attached to this Order Form, the Package Description is set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.
Platform Encryption				
PROD16096	Platform Encryption - Application	Application	20% ACV for user products	<p>Included Application(s): Column Level Encryption Enterprise; ServiceNow Cloud Encryption</p> <p>The annual subscription fee for ServiceNow Platform Encryption ("ServiceNow Platform Encryption Fee") is based on the total of the annual subscription fees of all products subscribed by Customer. As Customer exceeds capacity of purchased Subscription Products, or if Customer purchases additional Subscriptions, additional ServiceNow Platform Encryption Fee may apply.</p> <p>Column Level Encryption Enterprise provides application level data-at-rest encryption to eligible ServiceNow fields, and decrypts Customer Data in those fields for eligible users and scripts.</p> <p>ServiceNow Cloud Encryption is block encryption of the full database host with industry standard key lifecycle management. ServiceNow Cloud Encryption allows the customer the option to use a ServiceNow generated key, or a key created and supplied by the Customer.</p> <p>Purchase of Platform Encryption includes encryption for all of Customer's production and non-production ServiceNow instances.</p> <p>Additional functionality includes Database Encryption, which provides software-based encryption of data-at-rest of all</p>



				Customer Data stored in production and non-production instances.
PROD17152	Database Encryption One-Time Setup Fee	N/A	£152,000 (one-time fee)	Database Encryption One-Time Setup Fee is applied to the first ordering document on which Customer has procured Database Encryption. Database Encryption requires all Customer production and non-production instances be encrypted.
Database Encryption				
PROD13404	Database Encryption with Customer Controlled Switch		£9,500.00	<p>"Database Encryption with Customer Controlled Switch (DBE CCS) provides software-based encryption of all data at-rest stored in production and non-production instances and requires Customer to generate and host their own database instance private key (DIPK) in Customer's environment outside the ServiceNow data center. Customer has full control of the DIPK and is responsible for ensuring the availability of the DIPK.</p> <p>DBE CCS must be purchased for all Customer instances. Additional production or non-production instances added during the Subscription Term requires an additional DBE CCS purchase.</p> <p>Purchase of DBE CCS includes encryption for one (1) production and two (2) non-production instances. "</p>
PROD13420	Database Encryption with Customer Controlled Switch - Additional Non Prod		£3,166.66	"Database Encryption with Customer Controlled Switch (DBE CCS) - Additional Non-Prod provides software-based encryption of all data at-rest stored in additional non-production instances and requires the Customer to generate and host their own database instance private key (DIPK) in Customer's environment outside the ServiceNow data center. Customer has full control of the DIPK and is responsible for ensuring the availability of the DIPK.

				<p>DBE CCS must be purchased for all customer instances. Additional non-production instances added during the Subscription Term requires an additional DBE CCS purchase.</p> <p>Purchase of DBE CCS - Additional Non-Prod includes encryption of one (1) non-production instance."</p>
Edge Encryption				
PROD01054	Edge Encryption - Application	Application	20% ACV for user products	<p>ServiceNow Edge Encryption resides in the Customer's data center and encrypts data sent to eligible ServiceNow fields, and decrypts data received from those fields.</p> <p>Any authorized user may use Edge Encryption with a ServiceNow application or Custom Application. User types are defined in the User Type Definitions Section.</p> <p>The annual subscription fee for Edge Encryption ("Edge Encryption User Fee") is based on the total of the annual subscription fees of all user-based products subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of any of the ServiceNow user-based products, additional Edge Encryption User Fee may apply.</p>
Additional Non-Production Instance				
PROD13612	Additional Non-Production Instance - EMEA Data Center		£950.00	Additional non-production 4TB storage limit instance in ServiceNow's data center.
Additional Production Environment				
PROD13613	Additional Production Environment - EMEA Data Center		£2,850.00	One (1) additional production 4TB storage limit instance and one (1) non-production 4TB storage limit storage limit instance in ServiceNow's data center.

Additional Storage				
PROD09002	Additional 1TB Storage		£1,266.92	Additional 1TB of storage for a production or non-production instance that exceeds 4TB.
Instance Data Replication (IDR)				
PROD12041	Instance Data Replication - Base Module	Module	£7,600.00	<p>Customer is granted 12,000,000 Instance Data Replication (IDR) Transactions for a Producer Instance (unused IDR Transactions expire annually).</p> <p>A Producer Instance is defined as an instance that publishes data to another instance using a replication set. Each Producer Instance requires an Instance Data Replication Module subscription.</p> <p>An IDR Transaction is defined as any new record created in a table or any update to a record in a table that is published as part of a replication set. Record updates to a table that are not part of a replication set do not count against the number of IDR transactions.</p> <p>Additional IDR Transactions for each Producer Instance requires the purchase of IDR Transaction Packs.</p>
PROD12042	Instance Data Replication 25 Million IDR Transactions - Transaction Pack	Transaction Pack	£11,400.00	<p>Customer is granted 25,000,000 Instance Data Replication (IDR) Transactions for a Producer Instance annually during the Subscription Term for one Producer Instance (unused IDR Transactions expire annually).</p> <p>A Producer Instance is defined as an instance that publishes data to another instance using a replication set. Each Producer Instance requires an Instance Data Replication Module subscription.</p> <p>An IDR Transaction is defined as any new record created in a</p>



				table or any update to a record in a table that is published as part of a replication set. Record updates to a table that are not part of a replication set do not count against the number of IDR transactions.
PROD12043	Instance Data Replication 100 Million IDR Transactions - Transaction Pack	Transaction Pack	£38,000.00	<p>Customer is granted 100,000,000 Instance Data Replication (IDR) Transactions for a Producer Instance annually during the Subscription Term for one Producer Instance (unused IDR Transactions expire annually).</p> <p>A Producer Instance is defined as an instance that publishes data to another instance using a replication set. Each Producer Instance requires an Instance Data Replication Module subscription.</p> <p>An IDR Transaction is defined as any new record created in a table or any update to a record in a table that is published as part of a replication set. Record updates to a table that are not part of a replication set do not count against the number of IDR transactions.</p>
Application Penetration Test				
PROD03431	Additional Application Penetration Test		£7,600.00	With this purchase Customer may perform one (1) additional application penetration test pursuant to the policies and procedures outlined in KB0538598 on HI (hi.service-now.com).

ServiceNow Add-On Products

Edge Encryption	20% of Account Total Net User ACV
Performance Analytics	20% of Account Total Net Subscription Product ACV
Full Disk Encryption	£7,600 / month (£91,200 annually)

Database Encryption	£6,333.33 / month (£76,000 annually)
Dedicated Environment	£15,833.33 / month (£190,000 annually)
Add'l Application Penetration Test	£7,600 one time fee
Instance Data Replication	£91,200 / 12M IDR TX's/ Producer Instance - add'l TX's purchased separately (annually)
Mobile Publishing	£3,166.66 / month (£38,000 annually)

