



Innovation Group

SCC ServiceNow Products & Pricing for G Cloud 15

G-Cloud 15 – ServiceNow Pricing

Included in this document:

Pricelist

Product Overview

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
IT Service Management (ITSM)				
PROD17243	IT Service Management Standard - Fulfiller User v3	Fulfiller User	£88.00	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 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. Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables 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. The following Application(s) became available according to the release indicated below. San Diego - Digital Portfolio Management
PROD17252	IT Service Management Standard - Unrestricted User v3	Unrestricted User	£13.00	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 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 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. The following Application(s) became available according to the release indicated below. Walk-Up Experience- London San Diego - Digital Portfolio Management
PROD17256	IT Service Management Professional - Fulfiller User v3	Fulfiller User	£132.00	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 Modelling; DevOps Change Velocity; Mobile Publishing; Vendor Manager Workspace; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics 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. 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). 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. 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. 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)

PROD17257	IT Service Management Professional - Unrestricted User v3	Unrestricted User	£17.00	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 Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. 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. 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. 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
PROD17259	IT Service Management Enterprise - Fulfiller User v3	Fulfiller User	£198.00	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 Modelling; Vendor Manager Workspace; Workforce Optimization; Process Optimization; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. 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). 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 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. 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)

PROD17269	IT Service Management Enterprise - Unrestricted User v3	Unrestricted User	£26.00	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 Modelling; Vendor Manager Workspace; Workforce Optimization; Process Optimization; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics 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; 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. 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. 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)
PROD09218	Virtual Agent ITSM Conversation - Transaction Pack	Transaction Pack	£1,833.00	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). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Virtual Agent use rights apply only to IT Service Management Professional applications. Requires IT Service Management Professional.

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
IT Operations Management (ITOM)				
PROD14995	ITOM Operator Professional v2	Subscription Unit	£21.00	Included Applications: ITOM Visibility; ITOM Health; and Performance Analytics Includes entitlement for up to the number of Subscription Units purchased. 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 Protocols and Spokes require IntegrationHub Transactions which are not included in the ITOM Operator Professional Subscription Product. 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. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. MetricBase Series may be used within the ITOM Health Applications only. Additional MetricBase series require the purchase of a separate MetricBase package. Performance Analytics: Use rights apply only to ITOM Operator 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 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.

PROD16963	ITOM AIOps Enterprise v2	Subscription Unit	£33.00	Included Applications: ITOM Visibility; ITOM Health; Health Log Analytics; ITOM Governance; and Performance Analytics Includes entitlement for up to the number of Subscription Units purchased. 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. 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. Protocols and Spokes require IntegrationHub Transactions which are not included in the ITOM AIOps Enterprise Subscription Product. 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. A MetricBase Series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. 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. Performance Analytics: Use rights apply only to ITOM AIOps Enterprise Applications and included App Engine Starter Custom Tables. 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.
PROD16964	Health Log Analytics Add-on	Subscription Unit	£12.00	Included Applications: Health Log Analytics Includes entitlement for up to the number of Subscription Units purchased. 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. 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. 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.

PROD14997	IT Operations Management Visibility v2	Subscription Unit	£11.00	Included Applications: ITOM Visibility Includes entitlement for up to the number of Subscription Units purchased. 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. 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.
PROD15000	ITOM Discovery - Subscription Unit v2	Subscription Unit	£7.00	Included Applications: Discovery Includes entitlement for up to the number of Subscription Units purchased. 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. 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.

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
Security Operations (SecOps)				
PROD16743	Security Operations Standard - SIR - Unrestricted User	Unrestricted User	£2.00	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. 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.
PROD12821	Security Operations Standard - VR - Devices	Devices	£0.88	Included Application: Vulnerability Response 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. 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.
PROD16744	Security Operations Professional - SIR - Unrestricted User	Unrestricted User	£3.50	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. Performance Analytics and Predictive Intelligence: Use rights apply only to Security Operations Professional Applications and included App Engine Starter 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	£1.50	Included Applications: Vulnerability Response; Vulnerability Solution Management; Application Vulnerability Response; Predictive Intelligence; and Performance Analytics 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. Performance Analytics and Predictive Intelligence: Use rights apply only to Security Operations 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 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. The following Application(s) became available in the family release indicated: Vulnerability Solution Management – Madrid Application Vulnerability Response - Orlando

PROD16745	Security Operations Enterprise - VR - Devices	Devices	£2.20	Included Applications: Vulnerability Response; Vulnerability Solution Management; Application Vulnerability Response; Cloud Security for Vulnerability Response; Configuration Compliance; Patch Orchestration; Predictive Intelligence; and Performance Analytics 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 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. The following Application(s) became available in the family release indicated: Cloud Security for Vulnerability Response; Patch Orchestration - Quebec
PROD16746	Data Loss Prevention Incident Response - Unrestricted User	Unrestricted User	£2.00	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. 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.

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IT Asset Management (ITAM)				
Software Asset Management				
PROD15033	Software Asset Management Professional - Subscription Unit	Subscription Unit	£7.00	Included Applications: Software Asset Management; Software Spend Detection; Performance Analytics; and Client Software Distribution Includes entitlement for up to the number of Subscription Units purchased. 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. Performance Analytics use rights apply only to Software Asset Management Professional Applications and included Bundled Custom Tables. Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application for license harvesting. 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.
PROD15034	Software Asset Management Enterprise - Subscription Unit	Subscription Unit	£10.50	Included Applications: Software Asset Management; Software Spend Detection; Cloud Insights; Performance Analytics; and Client Software Distribution Includes entitlement for up to the number of Subscription Units purchased. 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. Performance Analytics use rights apply only to Software Asset Management Enterprise Applications and included Bundled Custom Tables. Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application for license harvesting. 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.

Hardware Asset Management

PROD16047	Hardware Asset Management Professional - Subscription Unit v2	Subscription Unit	£3.50	Included Applications: Hardware Asset Management; and Performance Analytics Includes entitlement for up to the number of Subscription Units purchased. 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. Performance Analytics: Use rights apply only to Hardware Asset Management Professional Applications and included App Engine Starter Custom Tables. 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. The following Application(s) became available according to the release indicated below: Paris - Hardware Asset Management
Add Use Rights				
PROD15028	Business Stakeholder User v3	Business Stakeholder User	£30.00	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. 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. 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. 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. The following Application(s) became available in the family release indicated: New York - Business Stakeholder

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
Strategic Portfolio Management (SPM - formerly ITBM)				
PROD16951	Strategic Portfolio Management Standard - SPM User	SPM User	£66.00	Included Applications: Project Portfolio Management; Release Management; Demand Management; Resource Management; Financial Planning; Digital Portfolio Management; Innovation Management; Alignment Planner Workspace and Performance Analytics Usage is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the Strategic Portfolio Management Applications above and may perform any or all functions within the Strategic Portfolio Management Applications. Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects and demands. Performance Analytics use rights apply only to Strategic Portfolio Management Standard Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each SPM User the right to access those Custom Tables.
PROD16952	Strategic Portfolio Management Standard - Unrestricted User	Unrestricted User	£8.80	Included Applications: Project Portfolio Management; Release Management; Demand Management; Resource Management; Innovation Management; Financial Planning; Digital Portfolio Management; Alignment Planner Workspace and Performance Analytics Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as active. Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects and demands. Performance Analytics use rights apply only to Strategic Portfolio Management Standard Applications and included App Engine Starter 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.

PROD16953	Strategic Portfolio Management Professional - SPM User	SPM User	£110.00	Included Applications: Project Portfolio Management; Demand Management; Agile Development; Digital Portfolio Management; Scaled Agile Framework; Test Management; Release Management; Resource Management; Financial Planning; Investment Funding; Innovation Management; Alignment Planner Workspace; Predictive Intelligence; Virtual Agent; and Performance Analytics Usage of Strategic Portfolio Management (SPM) Professional is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the SPM Applications above and may perform any or all functions within the SPM Applications. Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects, demands, SAFe epics, SAFe features, scrum epics and programs. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per SPM 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). Performance Analytics, Virtual Agent, and Predictive Intelligence: Use rights apply only to SPM Professional Applications and included App Engine Starter 5 Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each SPM User the right to access those Custom Tables.
PROD16955	Strategic Portfolio Management Professional - Unrestricted User	Unrestricted User	£13.00	Included Applications: Project Portfolio Management; Demand Management; Agile Development; Digital Portfolio Management; Scaled Agile Framework; Release Management; Test Management; Resource Management; Financial Planning; Investment Funding; Innovation Management; Alignment Planner Workspace; Predictive Intelligence; Virtual Agent; and Performance Analytics Usage of Strategic Portfolio Management (SPM) 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. Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects, demands, SAFe epics, SAFe features, scrum epics and programs. Performance Analytics, Virtual Agent, and Predictive Intelligence: Use rights apply only to SPM Professional Applications and included App Engine Starter 5 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.
PROD16944	Application Portfolio Management - Business Application v2	Business Application	£57.00	Included Applications: Application Portfolio Management; Digital Portfolio Management; Predictive Intelligence; and Performance Analytics A Business Application is a record in the ServiceNow Business Application table, including the records in its child tables. ServiceNow charges all Business Applications, regardless of the lifecycle, deployment status, app owner assignment, and any other application parameters. Performance Analytics and Predictive Intelligence: Use rights apply only to Application Portfolio Management and included App Engine Starter Custom Tables. 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.

PROD17452	Application Portfolio Management - Unrestricted User v2	Unrestricted User	£6.60	Included Applications: Application Portfolio Management; Digital Portfolio Management; Predictive Intelligence; and Performance Analytics Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as active. Performance Analytics and Predictive Intelligence: Use rights apply only to Application Portfolio Management and included App Engine Starter 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.
PROD12017	Modelling Engine - Module	Module	£7,333.00	Included Applications: Financial Modelling; Financial Charging and Performance Analytics Performance Analytics use rights apply only to Financial Modelling and Financial Charging.
PROD12014	Time Card User v2 - Time Card User	Time Card User	£13.00	Included Applications: Time Card Management and Performance Analytics Usage is limited by the number of purchased Time Card Users. A Time Card User may only update and submit one's own time card(s). Performance Analytics use rights apply only to the Time Card Management Application.
PROD12492	Agile Team - Module	Module	£0.00	Included Applications: Agile Development and Test Management All Users may use the above applications.

Integrated Risk Management (IRM - formerly GRC)

IRM

PROD12019	Integrated Risk Management Standard - IRM User	IRM User	£4.40	Included Applications: Policy and Compliance Management; Risk Management; Audit Management; and Performance Analytics 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. 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. IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. Performance Analytics use rights apply only to Integrated Risk Management Standard 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 IRM User the right to access those Custom Tables. The following Application(s) became available according to the release indicated below: Policy and Compliance Management, Audit Management – Helsinki Risk Management - Geneva
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PROD14208	Integrated Risk Management Standard - IRM Operator	IRM Operator	£88.00	Included Applications: Policy and Compliance Management; Risk Management; Audit Management; and Performance Analytics 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. IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. Performance Analytics use rights apply only to Integrated Risk Management Standard 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 IRM Operator the right to access those Custom Tables.
PROD12020	Integrated Risk Management Professional - IRM User	IRM User	£7.90	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 Customer is granted use rights for the following Applications as described herein: Advanced Risk Management: Customer is granted the right to manage advanced risk assessments through manual risk factors, risk-rollups, and risk hierarchies. Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to Integrated Risk Management (IRM) Professional Applications and included Bundled Custom Tables. 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. 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. IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. 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. 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

PROD12490	Integrated Risk Management Professional - IRM Operator	IRM Operator	£176.00	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 Customer is granted use rights for the following Applications as described herein: Advanced Risk Management: Customer is granted the right to manage advanced risk assessments through manual risk factors, risk-rollups, and risk hierarchies. Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to Integrated Risk Management (IRM) Professional Applications and included Bundled Custom Tables. 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. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). 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. IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. 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. 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
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PROD12021	Integrated Risk Management Enterprise - IRM User	IRM User	£11.40	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 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. 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. An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to IRM Enterprise 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 IRM User the right to access those Custom Tables. 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
PROD12491	Integrated Risk Management Enterprise - IRM Operator	IRM Operator	£264.00	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 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. An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. 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. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Predictive Intelligence, Virtual Agent, and Performance Analytics: Use rights apply only to IRM Enterprise 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 IRM Operator the right to access those Custom Tables. 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

Vendor Risk Management

PROD12023	Vendor Risk Management - Vendors	Vendors	£70.00	Included Applications: Vendor Risk Management A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.
<u>Policy & Compliance Management</u>				
PROD12158	Policy and Compliance Management - IRM User	IRM User	£2.60	Included Application: Policy and Compliance Management 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. 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.
PROD14209	Policy and Compliance Management - IRM Operator	IRM Operator	£44.00	Included Application: Policy and Compliance Management 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.
<u>Privacy Management</u>				
PROD16286	Privacy Management Standard - Privacy Operator	Privacy Operator	£44.00	Included Applications: Privacy Management 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.
<u>Business Continuity</u>				
PROD13220	Business Continuity Management Standard - BCM User	BCM User	£1.70	Included Applications: Business Impact Analysis; Business Continuity Planning; and Crisis Management 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. 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. The following Application(s) became available according to the release indicated below: Business Continuity Planning and Business Impact Analysis - Paris
PROD13219	Business Continuity Management Standard - BCM Operator	BCM Operator	£176.00	Included Applications: Business Impact Analysis; Business Continuity Planning; and Crisis Management 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. 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. The following Application(s) became available according to the release indicated below: Business Continuity Planning and Business Impact Analysis - Paris

PROD14200	Business Continuity Management Professional v2 - BCM User	BCM User	£2.60	Included Applications: Business Impact Analysis; Business Continuity Planning; Crisis Management; Predictive Intelligence; Virtual Agent; and Performance Analytics 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. 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 User the right to access those Custom Tables. The following Application(s) became available according to the release indicated below: Business Continuity Planning; Business Impact Analysis; and Crisis Management - Paris
PROD14201	Business Continuity Management Professional v2 - BCM Operator	BCM Operator	£264.00	Included Applications: Business Impact Analysis; Business Continuity Planning; Crisis Management; Predictive Intelligence; Virtual Agent; and Performance Analytics 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. 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. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s) 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 Custom Tables. The following Application(s) became available according to the release indicated below: Business Continuity Planning; Business Impact Analysis; and Crisis Management - Paris

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
Customer Service Management (CSM)				
PROD17143	Customer Service Management Standard - Fulfiller User v6	Fulfiller User	£110.00	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 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. 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. 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 Management Standard applications and App Engine Starter 25 Custom Tables 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. The following Application(s) became available in the family release indicated: Quebec - Engagement Messenger San Diego - Digital Portfolio Management

PROD17145	Customer Service Management Professional With App Engine 100 - Fulfiller User v6	Fulfiller User	£198.00	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 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. 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. 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. 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. 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). 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. 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)
PROD10246	Customer Service Management (1,000 Additional Customer Portal Visits) – 1,000 Visit Pack	1,000 Visit Pack	£52.00	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. 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.
PROD09274	Virtual Agent CSM Conversation - Transaction Pack	Transaction Pack	£1,833.00	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). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Virtual Agent use rights apply only to Customer Service Management Professional applications. Requires Customer Service Management Professional.

PROD17010	Order Management - Transaction Pack	Transaction Pack	£50.00	Included Application: Order Management Each Order Management Transaction Pack includes entitlement for up to 10,000 Order Management Transactions. Order Management Transactions are measured by the number of entries created in the CSM Order Line Items table in the prior 365 days. San Diego - Order Management
Field Service Management (FSM)				
PROD15368	Field Service Management Standard - Fulfiller User	Fulfiller User	£88.00	Included Applications: Field Service Management (FSM); Cost Management for FSM; Planned Maintenance for FSM; Asset Management for FSM; Universal Request and Contractor Management 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. 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. 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. The following application(s) became available according to the release indicated below. Paris - Contractor Management
PROD15369	Field Service Management Professional With App Engine 100I - Fulfiller User	Fulfiller User	£154.00	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 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. 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. 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. 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). Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to Field Service Management Professional Applications and App Engine 100 Custom Tables. The following application(s) became available according to the release indicated below. Paris - Contractor Management

PROD15370	Field Service Management Contractor User	Contractor User	£30.00	Included Applications: Contractor Management Field Service Management Contractor may only view and edit tasks assigned to that Field Service Management Contractor by Customer. The following application(s) became available according to the release indicated below. Paris - Contractor Management
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Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
Healthcare and Life Sciences Service Management				
PROD17366	Healthcare & Life Sciences Service Management Professional with App Engine 100 - Fulfiller User v2	Fulfiller User	£264.00	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 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. 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. 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. 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. 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). 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. 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

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
HR Service Delivery (HRSD)				
PROD17237	HR Service Delivery Professional - HR User v4	HR User	£8.80	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 Usage of the HR Service Delivery Professional 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 Delivery Professional as Users and these Users do not require an HR User subscription. Lifecycle Event usage is limited to events that remain within the HR domain and explicitly excludes onboarding, offboarding, and transfers. Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to HR Professional Applications and App Engine Starter 15 Custom Tables. 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.
PROD17238	HR Service Delivery Enterprise – HR User v4	HR User	£14.00	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 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 Delivery Enterprise as Users and these Users do not require an HR User subscription. Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to HR Enterprise Applications and App Engine Starter 15 Custom Tables. 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.
Employee Management				
PROD15579	Employee Workflow Starter - Unrestricted User	Unrestricted User	£5.30	Included Applications: Case and Knowledge Management; Employee Center Pro; and Universal Request 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. 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. Entitlement to Employee Workflow Starter - Unrestricted User is for the Subscription Term only and may not be extended or renewed.
PROD15945	Employee Center Professional – Unrestricted User	Unrestricted User	£4.40	Included Application: Employee Center Professional 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. The following Application became available in the family release indicated below. Employee Center Professional - Rome

PROD11370	Employee Document Management – Application v2	Application	30% of HR ACV	Included Application: Employee Document Management Usage of the Employee Document Management Application 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 Employee Document Management as Users and these Users do not require an HR User subscription. This Application became available in the London family release.
Legal Service Delivery (LSD)				
PROD15269	Legal Service Delivery - Unrestricted User	Unrestricted User	£7.00	Included Applications: Legal Request Management; Legal Matter Management; Virtual Agent; Predictive Intelligence; and Performance Analytics 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. Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to the Legal Service Delivery Applications. 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.
PROD16896	Legal Service Delivery - Fulfiller User	Fulfiller User	£836.00	Included Applications: Legal Request Management; Legal Matter Management; Virtual Agent; Predictive Intelligence; and Performance Analytics A Fulfiller User is defined as any User with the right to access one or more of Legal Service Delivery Applications. 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). Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to the Legal Service Delivery Applications. 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.
Safe Workplace				

PROD15073	Safe Workplace Professional	Safe Workplace User	£4.40	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 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. A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Performance Analytics, Virtual Agent and Predictive Intelligence: use rights apply only to Safe Workplace 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 Safe Workplace Professional User the right to access those Custom Tables. The following application(s) became available according to the release indicated below. Madrid - Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Safety Management New York - Workplace Reservation Paris - Contact Tracing; Vaccination Status
PROD15103	Safe Workplace Standard - Safe Workplace User v3	Safe Workplace User	£2.60	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 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. Performance Analytics: Use rights apply only to Safe Workplace 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 Safe Workplace User the right to access those Custom Tables. The following application(s) became available according to the release indicated below. Madrid - Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Safety Management

Workplace Service Delivery (WSD)

PROD16885	Workplace Service Delivery - Unrestricted User v3	Unrestricted User	£7.00	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 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. Predictive Intelligence; Virtual Agent; and Performance Analytics: Use rights apply only to Workplace Service Delivery Applications and included App Engine Starter 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.
PROD16884	Workplace Service Delivery - Workplace User v4	Workplace User	£7.00	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 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 Workplace User may perform any or all functions within the Workplace Service Delivery Applications. Predictive Intelligence; Virtual Agent; and Performance Analytics: Use rights apply only to Workplace Service Delivery Applications and included App Engine Starter Custom Tables. 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.

Product Code	Full Name (Internal Version)	License Model	Base Price GBP	Product Description
MetricBase				
PROD15352	MetricBase Starter - Series	Series	£10,560.00	MetricBase includes entitlement to 100,000 series stored on the MetricBase server. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.
PROD15353	Metric Base – additional 50,000 Series - Series	Series	£1,518.00	MetricBase includes entitlement to 50,000 series stored on the MetricBase server. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.
PROD15356	Metric Base – additional 100,000 Series - Series	Series	£2,640.00	MetricBase includes entitlement to 100,000 series stored on the MetricBase server. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.
PROD15355	Metric Base – additional 250,000 Series - Series	Series	£5,720.00	MetricBase includes entitlement to 250,000 series stored on the MetricBase server. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.
Automation Engine and Integration Hub				
PROD17159	Automation Engine Professional – Unattended Robot	Unattended Robot	£9,166.00	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). 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. 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. Additional Attended Robots and Unattended Robots require the purchase of a separate Attended Robot bundle and/or Unattended Robot bundle. 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. Additional annual Transactions require the purchase of a separate Integration Hub bundle.

PROD17160	Automation Engine Enterprise – Unattended Robot	Unattended Robot	£18,333.00	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). 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. 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. Additional Attended Robots and Unattended Robots require the purchase of a separate Attended Robot bundle and/or Unattended Robot bundle. 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. Additional annual Transactions require the purchase of a separate Integration Hub package.
PROD11415	IntegrationHub Starter - Transactions	Transactions	£0.00	IntegrationHub Starter includes entitlement for up to 1,000,000 IntegrationHub Transactions annually (unused Transactions expire annually). 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. An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer. Additional annual Transactions require the purchase of a separate IntegrationHub package.
PROD17161	Automation Engine RPA Hub Bundle - 5 Unattended Robots	Unattended Robot	£1,833.00	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.
PROD17162	Automation Engine RPA Hub Bundle - 15 Attended Robots	Attended Robot	£1,833.00	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.
PROD17167	Automation Engine Bundle - 100 Million Integration Hub Transactions - Transaction Pack	Transaction Pack	£13,200.00	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	£8,800.00	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	£4,400.00	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	£2,640.00	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	£1,760.00	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	£3,666.00	Customer branding and mobile security SDKs for ServiceNow mobile applications.
AI Search				
PROD15338	AI Search Starter	Documents	£0.00	AI Search Starter includes entitlement to search and index up to 500,000 external Documents for a 12-month period (unused external Documents expire after a 12-month period). A Document is any item with a unique identifying field associated to it. Additional Document search and index capacity requires the purchase of an AI Search Document pack.
PROD15339	AI Search 1 Million Documents - Document Pack	Document Pack	£1,466.00	AI Search 1 Million Documents includes entitlement to search and index up to 1,000,000 external documents for a 12-month period (unused external documents expire after a 12-month period). A document is any item with a unique identifying field associated to it.
PROD15340	AI Search 5 Million Documents - Document Pack	Document Pack	£5,133.00	AI Search 5 Million Documents includes entitlement to search and index up to 5,000,000 external Documents for a 12-month period (unused external Documents expire after a 12-month period). A Document is any item with a unique identifying field associated to it.
PROD15341	AI Search 10 Million Documents - Document Pack	Document Pack	£14,666.00	AI Search 10 Million Documents includes entitlement to search and index up to 10,000,000 external Documents for a 12-month period (unused external Documents expire after a 12-month period). A Document is any item with a unique identifying field associated to it.
App Engine				
PROD13074	App Engine - Fulfiller	Fulfiller User	£132.00	Included Applications: App Engine Studio; Mobile Publishing; Performance Analytics; Virtual Agent; Universal Request Pro and Predictive Intelligence App Engine provides the Customer with the right to deploy Custom Tables in a production instance. Each Fulfiller User has the right to access an unlimited number of Custom Tables to perform the actions of a Fulfiller User. 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. Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to App Engine.

PROD13076	App Engine - Unrestricted User	Unrestricted User	£17.00	Included Applications: App Engine Studio; Mobile Publishing; Performance Analytics; Virtual Agent; Universal Request Pro and Predictive Intelligence App Engine provides the Customer with the right to deploy Custom Tables in a production instance. 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 ServiceNow created application. 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. Performance Analytics, Virtual Agent and Predictive Intelligence use rights apply only to App Engine.
PROD13079	App Engine for IT Service Management - Module	Module	20% of IT Svc Mgmt + Bus Stakehldr ACV	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. The annual subscription fee for Now Platform 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.

Procurement Service Management

PROD16928	Procurement Service Management - Procurement User	Procurement User	£17.00	Included Applications: Procurement Case Management; Shopping Hub; Purchase and Receipt Automation; Virtual Agent; and Performance Analytics. 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 Applications above. A Procurement User may perform any or all functions within the Procurement Service Management Applications. 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. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Virtual Agent and Performance Analytics: Use rights apply only to Procurement Service Management Applications and included App Engine Starter Custom Tables. 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.
PROD16930	Procurement Service Management - Unrestricted User	Unrestricted User	£5.20	Included Applications: Procurement Case Management; Shopping Hub; Purchase and Receipt Automation; Virtual Agent; and Performance Analytics. 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. Virtual Agent and Performance Analytics: Use rights apply only to Procurement Service Management Applications and included App Engine Starter Custom Tables. 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.

Performance Analytics

PROD01623	Performance Analytics For Security Operations - Application	Application	20% of ACV for contributing products	Performance Analytics For Security Operations. Performance Analytics use rights apply to Security Operations, Business Management and Governance, Risk and Compliance applications ("Security Operations Subscription Products"). 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.
PROD01624	Performance Analytics For Customer Service Management - Application	Application	20% of ACV for contributing products	Performance Analytics For Customer Service Management. Any User may use Performance Analytics with a Customer Service 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 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.
PROD01627	Performance Analytics - Enterprise - Application	Application	20% of ACV of contributing products	Performance Analytics - Enterprise. Performance Analytics use rights apply to all Subscription Products. 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 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	Performance Analytics For Governance, Risk and Compliance Any User may use Performance Analytics with Governance, Risk and Compliance 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 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.
PROD03432	Performance Analytics For Field Service Management - Application	Application	20% of ACV for contributing products	Performance Analytics For Field Service Management Any User may use Performance Analytics with Field 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 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.

PRODUCT OVERVIEW

ServiceNow Applications	
Activity Designer	Provides capabilities to construct reusable Workflow activities based on an organization's business needs.
Activity Packs	A collection of related orchestration activities in a scoped application that allow Orchestration Core to connect to, and automate work with, external systems from Workflow. Customers have the ability to create their own Activity Packs with the Activity Designer.
Agent Intelligence	Provides the capability to use supervised machine learning to train solutions with Customer's historic ServiceNow data to predict an outcome, such as a field value in a record.
Agile Development	Provides capabilities to manage the software development process including story definition, backlog management, sprint planning, test planning, enhancement requests, defect prioritization and definition of release content.
Application Portfolio Management	Provides capabilities for organizations to inventory and manage application portfolios in a single central location, capturing relevant information such as costs, risk, projects, lifecycle dates, ownership, and health assessments. This inventory facilitates the identification of business benefits of each application and helps organizations make informed decisions on reducing costs, improving agility, and facilitating business alignment with the IT application portfolio.
Asset Management	Provides capabilities to track and manage the physical, contractual, and financial aspects of assets.
Audit Management	Provides a centralized process for internal audit teams to automate the complete audit lifecycle by providing the capability to plan, scope, and execute integrated, risk-based audit plans.
Basic Case Management	In support of HR Service Delivery, provides capability to log general inquiries between an employee and the HR service center.
Case and Knowledge Management (Formerly: HR Service Management)	In support of HR Service Delivery, provides capabilities to document and manage interactions between employees and HR. Also allows for the fulfillment of advanced case requests across various HR centers of excellence, supported by an HR Knowledge Base.
Change Management	Allows repeatable methods and procedures to be used for introducing change into the IT infrastructure by providing capabilities for creating, assessing, approving, and executing changes.

Client Software Distribution	Allows administrators to automate the distribution of software from the Service Catalog and manage software revocation. Integration with Microsoft System Center Configuration Manager (SCCM) is provided, and the extension framework enables additional third-party integrations, providing a single pane of glass for software distribution and license revocations on Windows and Apple devices. Customer is required to separately purchase any third-party integrated services.
Cloud Management	Provides the capability to automate the provisioning, lifecycle, and cost management of public and private cloud resources.
Communities	Enables Customer's users to engage with peers to ask questions and provide answers on areas of their interest. Helps organizations to reduce support costs through crowd sourcing of knowledge and self-service enablement. Includes the following key features – forums and user management, personalized subscriptions, user community profile, and moderation.
Configuration Compliance	Integrates with third-party security configuration assessment (SCA) solutions to generate a set of test results for the Customer's environment. Allows Customer to create response tasks, change requests or problem tickets to address configuration issues, enabling security teams to perform further investigation or allowing IT to remediate.
Continual Improvement	Provides capabilities to define improvement initiatives and measure success by creating phases and tasks to meet performance goals and track progress.
Cost Management	Provides capabilities to track one-time and recurring costs of configuration items used by IT, and to allocate those costs to business units using allocation rules.
Financial Modeling (Formerly: Cost Transparency)	Provides insight for executives seeking to align spending to business goals. Customer can classify general ledger records, define reporting structures and allocation rules, and view summary reports.
Customer Service Management	Provides capabilities for omni-channel customer engagement across portal, chat, email, and phone (native telephony integration requires Notify); customer data model for accounts, partners, and contacts; case management with advanced skills-based routing, case assignment workbench; real-time service level agreement (SLA), service contracts and service entitlements; targeted communications; special handling notes; pre-packaged service analytics using both real-time data and snapshots for trend analysis (trend analytics requires Performance Analytics); and voice of customer feedback through online surveys and customer satisfaction reporting.
Demand Management	Provides capabilities to consolidate IT requests in a Service Catalog and route them through a Workflow to stakeholders who gather additional information to prioritize investment decisions.
DevOps	Provides capabilities to integrate with and collect data from ServiceNow instances; and third-party planning, source code control, and build execution

	tools. Allows collected data to be loaded into a unified DevOps data model where it can be used to provide insight and automation throughout the DevOps lifecycle.
Discovery	Locates physical and virtual devices connected to an enterprise network. When Discovery locates a device, it explores its configuration, status, software, and relationships to other connected devices, and updates the CMDB.
Edge Encryption	Provides capabilities to encrypt eligible data in transit and at rest. Customer retains sole control and management of encryption keys.
Employee Document Management	Provides electronic personnel file capabilities including configurable legal hold, purge process, data retention and security rule settings.
Employee Service Center (Formerly: Enterprise Service Portal – HR)	Provides capabilities to configure an employee portal interface to personalize employee experience. Includes targeted content delivery and automation guidance with predefined interaction interfaces and employee forums.
Enterprise Onboarding and Transitions	In support of HR Service Delivery, provides a mechanism for HR to configure complex employee processes that span departments, such as onboarding, offboarding, transfers, and other employee lifecycle events.
Event Management	Provides capabilities to aggregate events from monitoring tools used by Customer in its infrastructure, de-duplicates, and correlates inputs from such events to CMDB and provides the ability to filter and prioritize events to create incidents for remediation.
Facilities Service Management	Provides capabilities to manage the service delivery of a facilities department by offering self-service through a Service Catalog and assignment of requests based on fulfillment rules.
Field Service Management	Provides capabilities to create work orders and tasks for the repair and service of equipment; schedule and assign work to technicians; manage parts requirements; and inventory, manage, and complete work orders.
Finance Close Automation	Provides a centralized workspace for posting journal entries and capabilities to manage the finance close process by automating and managing timelines for close tasks and performing end-to-end procedures with built-in policy and compliance.
Financial Planning	Assists executives and budget owners in the automation of budget and forecast planning, helping to increase efficiency and simplify the planning process.
Financial Charging (Formerly: Financial Reporting)	Provides the capability to automate show-back and bill-back processes with Workflow and statement item types, helping to increase corporate financial visibility.

Incident Management	Facilitates the process of restoring normal IT operations by providing capabilities to record, classify, distribute, and manage incidents through to resolution. Includes Performance Analytics limited to 15 key performance indicators (KPIs), one dashboard, and 90 days of data captured by Incident Management.
IntegrationHub	Provides additional capabilities to allow Flow Designer to automate systems outside of a Customer's instance.
Lifecycle Events	Provides the capability to configure a collection of pre-defined activities for personal and professional employee life cycle events within the HR application.
MetricBase	Allows Customer to collect, analyze, and store a time series of data.
Notify	Provides the capability to initiate notification from Customer's instance of the subscription service to a supported third-party platform for SMS, voice, and other communications protocols. Customer is required to separately purchase any third-party service required to work with Notify.
Now Platform App Engine (Formerly: Now Platform – Custom Applications; Platform Runtime; CreateNow)	Provides the capability to create custom tables or develop new applications utilizing the Now Platform contextual development environment, platform features and shared system data.
Operational Intelligence	Provides the capability to aggregate raw data from disparate monitoring tools in Customer's infrastructure to proactively reduce service outages through machine learning and predictive analytics.
Orchestration Core	Provides additional capabilities to allow Workflow to automate systems outside of a Customer's instance and create codeless, reusable actions.
Password Reset	Provides the capability to reset user passwords that are stored and pre-authenticated in a supported credential store separate from Customer's instance of the subscription service, such as Microsoft Active Directory.
Performance Analytics	Provides advanced analytics and time series analysis for KPIs. Provides secure, simple access to Key Performance Indicators (KPIs) and metrics that companies can use to proactively optimize business services, improve processes, and align with organizational goals.
Planned Maintenance	Provides the capability to automatically create work orders and work order tasks via schedules that are triggered based on meters, usage, and/or duration.
Policy and Compliance Management	Provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and best practices. Additionally, provides structured Workflows for the identification, assessment, and continuous monitoring of control activities.

Problem Management	Facilitates the process of identifying the root causes of errors in the IT infrastructure by providing capabilities to record, escalate, and manage problems through to resolution.
Project Portfolio Management	Provides capabilities to plan, organize, and manage projects and project portfolios including associated tasks and resources.
Release Management	Facilitates the planning, design, build, configuration, testing, and release of hardware and software into the IT infrastructure.
Request Management	Provides capabilities to approve and fulfill requests for goods and services defined and presented in the Service Catalog.
Resource Management	Provides a view of projects and the availability, allocation, and capacity of assigned resources.
Risk Management	Provides an executive view into risk to allow risk managers to quickly identify at-risk assets, perform assessments, and continuously monitor risk exposure.

Security Incident Response	Enables a security operations center, security incident response team, and IT to enact response plans to address security-related activities, events, or incidents. Facilitates response team collaboration, investigation of network and non-network related activities (e.g., intellectual property theft, criminal activities, etc.), including the capability for automated request assignment and remediation across security and IT teams.
Service Mapping	Discovers business services of the organization and builds a comprehensive map of all devices, applications, and configuration profiles used in these business services.
Service Management for Issue Resolution	Provides the capabilities within Incident Management, Problem Management, Change Management, Release Management, Request Management, Asset Management and Cost Management to support issue resolution within Customer Service Management.
Software Asset Management	Provides the capability to track and manage software assets, including normalization of discovered software, reconciliation of discovered software against license entitlements, and remediation actions to stay compliant. Facilitates identification of unused software for reclamation and allows Customer to automate harvesting of those licenses.
Targeted Communications	Provides the capability to create and send articles and emails to a specified list of internal and external customers.
Test Management	Provides a user acceptance testing framework to help project teams and business users align on project deliverables and provides visibility into the status of the project testing when used in conjunction with Project Portfolio Management and Agile Development. Project Portfolio Management and Agile Development are separately authorized.
Threat Intelligence	Provides the capability to support multiple threat intelligence feeds to enhance the context of a security incident by enabling analysts to see

	potential threats and related systems in an integrated view. Allows Customer to add its own custom feeds and to place confidence scores or weightings on each feed to accelerate the identification of legitimate security issues.
Trusted Security Circles	As part of Security Operations, provides Customer the option to share threat intelligence data with industry peers, suppliers, or a global circle of ServiceNow customers. Allows Customer to submit anonymous queries regarding security observables and automatically receive a count of sightings to determine whether suspicious activity may be part of a larger attack.
Vendor Performance Management	Enables Customer to manage, evaluate, and compare vendors based on predefined criteria.
Vendor Risk Management	Provides automated assessment capabilities and remediation processes for managing vendor risk, including reporting of risk levels and issues. All vendor interaction and communication may be centralized via a vendor portal enabling Customer to manage vendor responses, provide assessment status, and track issues and tasks.
Virtual Agent	Provides capabilities for Users to interact with a chat agent (bot or human) through the ServiceNow Service Portal, mobile environments, and various messaging services.
Vulnerability Response	Integrates with the National Vulnerability Database (NVD) and third-party solutions to generate a set of actionable reports of vulnerable assets in Customer's environment. Allows Customer to create response tasks, change requests or problem tickets to address vulnerabilities, enabling security teams to perform further investigation or allowing IT to remediate.
Walk-Up Experience	Provides capabilities to create and manage a requester queue at an onsite IT walk-up venue where requests and issues are fulfilled and solved by IT technicians in real time and in person.

ServiceNow Platform Capabilities

Assessments	Evaluates, scores, and ranks records from any table in the subscription service. Uses assessments to send custom questionnaires to selected users or writes scripts that query the database directly.
Automated Test Framework	Create and run automated tests during upgrades, application development, or instance configuration.
Business Service Maps	Graphically displays the configuration items related to a business service and indicates the status of those configuration items.
Chat	Provides real-time communication capability via instant messaging between users in a ServiceNow instance.
Coaching Loops	Provides the capability to monitor and provide feedback on a specific behavior of an individual or group.

Configuration Management Database (CMDB)	Provides capabilities to identify, record, audit, and report on IT configuration items and their relationships.
Connect	Provides the capability to connect people, processes, and information into a unique and centralized collaboration workspace to cut down on resolution times. Features include Chat, document delivery, active lists to see who is working, and the ability to interact directly from the activity stream.
Content Management System	Provides the capability to create custom interfaces.
Delegated Development	Enables instance administrator to deploy and manage developer resources per application, providing them the ability to provide non-administrator development rights and limit the access rights to specific resources used by an application.
Flow Designer	Provides capabilities within a design environment to automate approvals, tasks, notifications, and record operations without requiring code.
Form Designer	Allows creation of forms and tables with visual controls.
Google Maps mapping service	ServiceNow may make Google Maps available for use with the Subscription Service. If Customer uses Google Maps, Customer agrees to the following terms and conditions: (a) If Customer's usage exceeds either 60,000 map views on an annual basis or 1,000 geocoding requests on a daily basis, Customer shall purchase map views and geocoding requests from Google subject to Google's terms and conditions, to which ServiceNow is not a party. (b) Customer agrees, and shall cause its end users to agree, to the following: • Google's Maps Terms (http://maps.google.com/help/terms_maps.html) or a successor URL as provided by Google. • Legal Notices (http://www.maps.google.com/help/legalnotices_maps.html) or a successor URL as provided by Google. • Acceptable Use Policy (https://enterprise.google.com/maps/terms/universal_aup.html) or a successor URL as provided by Google. (b) Customer agrees that Google may use Customer Data in accordance with its privacy policy and that Google may provide its Maps services to Customer. Google Maps may not be available to Customer due to location availability and may not be available during Customer's entire Subscription Term. ServiceNow support terms and warranties do not apply to Google Maps.
Guided Setup	Provides the categories and associated tasks to configure any product or application that provides a Guided Setup module.
Knowledge Management	Provides role-based tools to create, store, and publish information. Provides mechanisms for version control and approvals of documents in the review process.

Live Feed	Provides a place to post and share content.
Mobile Classic	Provides a customizable ServiceNow interface for mobile devices.
Mobile Studio	Provides the capability to configure a ServiceNow application or build a new mobile application within Studio.
OpenFrame	An interface technology that enables real-time communication channels such as telephone systems to be integrated into the ServiceNow Platform. Consists of UI elements as well as a set of APIs that support exchange of events and data between ServiceNow and the communications system.
Reporting	Provides the capability to create and share reports and dashboards.
Script Debugger	Enables debugging of script on non-production instances of the subscription service.
Service Catalog	Displays a listing of the goods and services that a Customer provides within the enterprise to its employees and contractors.
Service Creator	Provides capabilities for building Service Catalog items without writing code.
Service Level Management	Establishes and monitors status of service contracts and SLAs between Customer and its customers or third-party service providers.
Service Portal Designer	Provides the capability to build portals with a consumer-like experience using both ServiceNow out-of-the-box widgets and templates as well as Customer's own widgets and styles, while leveraging only HTML and CSS.
Skills Management	Assigns configured competencies to groups or users.
Studio	Provides web-based Integrated Development Environment (IDE) for professional and low-code (i.e., IT administration) application developers.
Subscription Management	Enables Customers to view and allocate use rights in the subscription service across the enterprise.
Survey Management	Allows for polling and collection of data, including configuration for specific events and/or conditions.
Time Cards	Records time worked on tasks either manually or automatically.
Visual Task Boards	Transforms the navigation of lists and forms into an interactive graphical experience including a Kanban-style workspace for either individual or team-based management of tasks.
Visualizations	Displays interactive 2-D and 3-D visual representations for any logical data relationships within an instance.
Web Services	HTTP-based web services allow Customer to interact with instances of the subscription service. Outbound (consumer) web services allow Customer to access remote endpoints and perform web service requests from instances of the subscription service. Web services include REST and SOAP APIs.

Workflow	Provides a drag-and-drop interface for automating multi-step processes across the subscription service. Each Workflow consists of a sequence of activities such as generating records, notifying users of pending approvals, or running scripts, and the condition-based transitions between them. Customer is required to purchase Orchestration Core to orchestrate activities using a Workflow that interacts outside of Customer's instance of the subscription service.
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