



ServiceNow Subscription Pricing Madrid

G-Cloud 11

v 1.0

G-Cloud Madrid Update 15-May-2019

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- b. *This document reflects commercial list prices of ServiceNow of 15-05-2019 and is valid until: (1) 14-06-2020, or (2) the date of any new release of ServiceNow products, or on which an updated version is published, whichever occurs first.*
- c. *The pricing presented here is applicable for Madrid Release.*

Included in this document:

Pricelist

Product Overview

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD11353	IT Service Management - Fulfiller User v2	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management and Walk-Up Experience</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.</p> <p>Bundled Custom Tables: 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.</p> <p>The following Application(s) became available according to the release indicated below. Walk-Up Experience - London</p>		Fulfiller User	Monthly	£ 79.00
PROD11354	IT Service Management - Unrestricted User v2	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management and Walk-Up Experience</p> <p>Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section.</p> <p>Bundled Custom Tables: 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.</p> <p>The following Application(s) became available according to the release indicated below. Walk-Up Experience - London</p>		Unrestricted User	Monthly	£ 11.85
PROD11355	IT Service Management Professional - Fulfiller User v2	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement; Agent Intelligence; Virtual Agent; and Performance Analytics</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Portal Visits expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent and Agent Intelligence use rights apply only to IT Service Management Professional Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: 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.</p> <p>The following Application(s) became available in the family release indicated below. Agent Intelligence - Kingston Walk-Up Experience; Continual Improvement; and Virtual Agent - London</p>		Fulfiller User	Monthly	£ 118.50
PROD11356	IT Service Management Professional - Unrestricted User v2	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement; Agent Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section.</p> <p>Performance Analytics, Virtual Agent and Agent Intelligence use rights apply only to IT Service Management Professional Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 50 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p> <p>The following Application(s) became available in the family release indicated below. Agent Intelligence - Kingston Walk-Up Experience; Continual Improvement; and Virtual Agent - London</p>		Unrestricted User	Monthly	£ 15.80
PROD09218	Virtual Agent ITSM Conversation -Transaction Pack	<p>Virtual Agent ITSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly).</p> <p>A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Virtual Agent use rights apply only to IT Service Management Professional applications.</p> <p>Requires IT Service Management Professional.</p>		Transaction Pack	Monthly	£ 1,645.57

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PROD11357	IT Service Management Professional SELF-HOSTED - Fulfiller User v2	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement; Virtual Agent; and Performance Analytics</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics and Virtual Agent use rights apply only to IT Service Management Professional SELF-HOSTED Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: 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.</p> <p>The following Application(s) became available in the family release indicated below. Walk-Up Experience; Continual Improvement; and Virtual Agent - London</p>		Self-Hosted	Monthly	£ 118.50
PROD11359	IT Service Management Professional SELF-HOSTED - Unrestricted User v2	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement; Virtual Agent; and Performance Analytics</p> <p>Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section.</p> <p>Performance Analytics and Virtual Agent use rights apply only to IT Service Management Professional SELF-HOSTED Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 50 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p> <p>The following Application(s) became available in the family release indicated below. Walk-Up Experience; Continual Improvement; and Virtual Agent - London</p>		Self-Hosted	Monthly	£ 15.80
PROD11381	Customer Service Management Standard - CSM User v3	<p>Included Applications: Customer Service Management; Communities; Targeted Communications; Field Service Management and Service Management for Issue Resolution</p> <p>A CSM User is defined as any employee or contractor of Customer or Customer Affiliate with the right to access one or more of the Customer Service Management Applications and may perform any or all functions as defined in the User Type Definition section above.</p> <p>Notwithstanding the definition of User above, an External CSM User is defined as Customer's external contacts, including, but not limited to, Customer's accounts, consumers, households, partners or other contacts. External CSM Users may create, view, or modify 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. External CSM Users are not included in the CSM User count and are not subject to Customer Service Management Subscription Product fees.</p> <p>Each CSM User purchased includes 1,000 Customer Service Management - Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000.</p> <p>A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 25 Custom Tables and to grant each CSM User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below. Communities - Jakarta</p>		CSM User	Monthly	£ 98.75
PROD10246	Customer Service Management (1,000 Additional Customer Portal Visits) – 1,000 Visit Pack	<p>The Customer Portal is a web interface that external requesters can use to access the Customer Service Management functionality. Access to the Customer Portal is measured by Visits.</p> <p>A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p>		1,000 Visit Pack	Monthly	£ 47.40

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PROD11382	Customer Service Management Professional - CSM User v3	<p>Included Applications: Customer Service Management; Communities; Targeted Communications; Field Service Management; Service Management for Issue Resolution; Agent Intelligence; Virtual Agent; and Performance Analytics</p> <p>A CSM User is defined as any employee or contractor of Customer or Customer Affiliate with the right to access one or more of the Customer Service Management Applications and may perform any or all functions as defined in the User Type Definition section above.</p> <p>Notwithstanding the definition of User above, an External CSM User is defined as Customer's external contacts, including, but not limited to, Customer's accounts, consumers, households, partners or other contacts. External CSM Users may create, view, or modify 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. External CSM Users are not included in the CSM User count and are not subject to Customer Service Management Subscription Product fees.</p> <p>Each CSM User purchased includes 1,000 Customer Service Management - Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000.</p> <p>A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per CSM 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 Conversation Transaction Pack.</p>		CSM User	Monthly	£ 138.25
PROD09274	Virtual Agent CSM Conversaton - Transaction Pack	<p>Virtual Agent CSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly).</p> <p>A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Virtual Agent use rights apply only to Customer Service Management Professional applications.</p> <p>Requires Customer Service Management Professional.</p>		Transaction Pack	Monthly	£ 1,645.83
PROD11383	Customer Service Management Professional SELF-HOSTED - CSM User v3	<p>Included Applications: Customer Service Management; Communities; Targeted Communications; Field Service Management; Service Management for Issue Resolution; Virtual Agent; and Performance Analytics</p> <p>A CSM User is defined as any employee or contractor of Customer or Customer Affiliate with the right to access one or more of the Customer Service Management Applications and may perform any or all functions as defined in the User Type Definition section above.</p> <p>Notwithstanding the definition of User above, an External CSM User is defined as Customer's external contacts, including, but not limited to, Customer's accounts, consumers, households, partners or other contacts. External CSM Users may create, view, or modify 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. External CSM Users are not included in the CSM User count and are not subject to Customer Service Management Subscription Product fees.</p> <p>Each CSM User purchased includes 1,000 Customer Service Management - Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000.</p> <p>A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per CSM 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 Conversation Transaction Pack.</p>			Monthly	£ 138.25

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PROD11376	IT Business Management - Worker v2	<p>Included Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; Financial Charging; and Performance Analytics</p> <p>Demand Management - Customer is granted rights to view resource plans; view and create ideas; create demands; and view reports for ideas and demands.</p> <p>Resource Management - Customer is granted rights to view resource plans.</p> <p>Project Portfolio Management - Customer is granted rights to modify assigned work tasks; create and modify checklists on assigned tasks; and submit time cards and time sheets on assigned work.</p> <p>Agile Development - Customer is granted rights to create, edit and view releases, sprints, epics, stories, enhancements, defects and scrum tasks.</p> <p>Test Management - Customer is granted rights to create, edit and view tests, test plans, test environments and test suites.</p> <p>Financial Charging - Customer is granted rights to view showback statements.</p> <p>Performance Analytics use rights apply only to IT Business Management - Worker Applications.</p>		Worker	Monthly	£ 27.65
PROD11377	IT Business Management - Planner v2	<p>Included Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; Financial Planning; Application Portfolio Management; Financial Charging; Financial Modeling; and Performance Analytics</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section for the following Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; and Financial Planning</p> <p>Customer is granted use rights for the following Applications as described herein:</p> <p>Application Portfolio Management - Customer is granted rights to Application Portfolio Management to create configurations for, modify records associated with, and view, any Application created by an IT Business Management - Analyst.</p> <p>Financial Charging - Customer is granted rights to view and manage charge items and showback statements created by the IT Business Management – Analyst.</p> <p>Financial Modeling - Customer is granted rights to view reports created within Financial Modeling by the IT Business Management - Analyst.</p> <p>Performance Analytics use rights apply only to IT Business Management - Planner Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables</p>		Planner	Monthly	£ 71.10
PROD11378	IT Business Management - Analyst v2	<p>Included Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; Financial Planning; Financial Modeling; Application Portfolio Management; Financial Charging; and Performance Analytics</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.</p> <p>Performance Analytics use rights apply only to IT Business Management - Analyst Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables.</p> <p>The following Application(s) became available in the family release indicated: Financial Planning - Geneva Agile Development - Helsinki Application Portfolio Management - Istanbul Financial Reporting renamed to Financial Charging - Kingston Cost Transparency renamed to Financial Modeling - Kingston</p>		Analyst	Monthly	£ 987.50

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PROD11379	IT Business Management Planner – Unrestricted User v2	<p>Included Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; Financial Planning; Application Portfolio Management; Financial Charging; Financial Modeling; and Performance Analytics</p> <p>Customer is granted the rights for Unrestricted User as defined in the User Type Definitions Section for the following Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; and Financial Planning</p> <p>Customer is granted use rights for the following Applications as described herein:</p> <p>Application Portfolio Management - Customer is granted rights to Application Portfolio Management to create configurations for, modify records associated with, and view, any Application created by an IT Business Management - Analyst.</p> <p>Financial Charging - Customer is granted rights to view and manage charge items and showback statements created by the IT Business Management - Analyst.</p> <p>Financial Modeling - Customer is granted rights to view reports created within Financial Modeling by the IT Business Management - Analyst.</p> <p>Performance Analytics use rights apply only to IT Business Management - Planner Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables.</p>		Unrestricted User	Monthly	£ 11.85
PROD11380	IT Business Management Analyst – Unrestricted User v2	<p>Included Applications: Demand Management; Resource Management; Project Portfolio Management; Agile Development; Test Management; Financial Planning; Financial Modeling; Application Portfolio Management; Financial Charging; and Performance Analytics</p> <p>Customer is granted the rights for Unrestricted User as defined in the User Type Definitions Section.</p> <p>Performance Analytics use rights apply only to IT Business Management - Analyst Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables.</p> <p>The following Application(s) became available in the family release indicated: Financial Planning - Geneva Agile Development - Helsinki Application Portfolio Management - Istanbul Financial Reporting renamed to Financial Charging - Kingston Cost Transparency renamed to Financial Modeling - Kingston</p>		Unrestricted User	Monthly	£ 15.80
PROD11403	DevOps Starter - Pipeline Executions	<p>Included Applications: Agile Development; Test Management</p> <p>Customer is granted use rights for the following applications as described herein:</p> <p>Agile Development - Customer is granted rights to create, edit and view releases, sprints, epics, stories, enhancements, defects and scrum tasks.</p> <p>Test Management - Customer is granted rights to create, edit and view tests, test plans, test environments and test suites.</p> <p>If and when DevOps becomes available as an included Application in DevOps Starter, and to the extent Customer activates DevOps, Customer is granted rights for 300 Pipeline Executions per month.</p> <p>A Pipeline Execution is the execution of a continuous delivery pipeline which is an ordered set of steps or stages that could include the build, test, and deployment of development artifacts. A Pipeline Execution is a single run through the pipeline, no matter how many stages of the pipeline are completed.</p>		Pipeline Executions	Monthly	£ -
PROD03417	Field Service Management - Fulfiller User	<p>Field Service Management; Cost Management for Field Service Management; Planned Maintenance for Field Service Management; Asset Management for Field Service Management</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.</p>		Fulfiller User	Monthly	£ 79.00
PROD11404	Now Platform App Engine Starter - Unrestricted User	Each Unrestricted User has the right to access up to 5 Custom Tables.		Unrestricted User	Monthly	£ 1.98
PROD11405	Now Platform App Engine Standard - Platform User	<p>Each Platform User has the right to access up to 50 Custom Tables.</p> <p>A Platform User is any User that has the right to access a Custom Table.</p>		Platform User	Monthly	£ 19.75
PROD11406	Now Platform App Engine Professional - Platform User	<p>Included Applications: Performance Analytics; Virtual Agent; and Agent Intelligence</p> <p>Each Platform User has the right to access up to 200 Custom Tables.</p> <p>A Platform User is any User that has the right to access a Custom Table.</p> <p>Performance Analytics, Virtual Agent and Agent Intelligence use rights apply only to Now Platform App Engine Professional.</p>		Platform User	Monthly	£ 79.00

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PROD11407	Now Platform App Engine Enterprise - Platform User	Included Applications: Performance Analytics; Virtual Agent; and Agent Intelligence Each Platform User has the right to access up to 4000 Custom Tables. A Platform User is any User that has the right to access a Custom Table. Performance Analytics, Virtual Agent and Agent Intelligence use rights apply only to Now Platform App Engine Enterprise.		Platform User	Monthly	£ 158.00
PROD11512	Now Platform App Engine Enterprise SELF-HOSTED - Platform User	Included Applications: Performance Analytics and Virtual Agent Each Platform User has the right to access up to 4000 Custom Tables. A Platform User is any User that has the right to access a Custom Table. Performance Analytics and Virtual Agent use rights apply only to Now Platform App Engine Enterprise.		Self-Hosted	Monthly	£ 158.00
PROD11511	Now Platform App Engine Professional SELF-HOSTED - Platform User	Included Applications: Performance Analytics and Virtual Agent Each Platform User has the right to access up to 200 Custom Tables. A Platform User is any User that has the right to access a Custom Table. Performance Analytics and Virtual Agent use rights apply only to Now Platform App Engine Professional.		Self-Hosted	Monthly	£ 79.00
PROD03384	MetricBase Series for Operational Intelligence - Series	MetricBase Series for Operational Intelligence Requires Operational Intelligence SKU as a pre-requisite. MetricBase Series for Operational Intelligence (OI) includes entitlement for up to the number of purchased OI MetricBase Series annually. A MetricBase Series is a single data point indexed in a time order and monitored and stored in accordance with a defined retention policy. An OI MetricBase Series is monitored and stored for 13 months under the following retention policy: 1 minute increments for 8 days then 10 minute increments for 94 days then 1 hour increments for 13 months. An OI MetricBase Series is for use only in the Operational Intelligence Application.		Series	Monthly	£ 0.09
PROD03422	MetricBase - Coarse - Series	MetricBase includes entitlement for up to the number of purchased Coarse MetricBase Series. A Coarse MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 1 hour increments for 8 days then 2 hour increments for 31 days then 1 day increments for 13 months.		Series	Monthly	£ 0.05
PROD11313	MetricBase - Sparse - Series	MetricBase includes entitlement for up to the number of purchased Sparse MetricBase Series. A Sparse MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 1 day increments for 13 months		Series	Monthly	£ 0.02
PROD03423	MetricBase - Medium - Series	MetricBase includes entitlement for up to the number of purchased Medium MetricBase Series. A Medium MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 10 minute increments for 8 days then 30 minute increments for 31 days then 2 hour increments for 13 months		Series	Monthly	£ 0.06
PROD11314	MetricBase - Medium High - Series	MetricBase includes entitlement for up to the number of purchased Medium High MetricBase Series. A Medium High MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 1 hour increments for 13 months		Series	Monthly	£ 0.07
PROD03424	MetricBase - High - Series	MetricBase includes entitlement for up to the number of purchased High MetricBase Series. A High MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 1 minute increments for 8 days then 10 minute increments for 31 days then 1 hour increments for 13 months		Series	Monthly	£ 0.08
PROD03425	MetricBase - Dense - Series	MetricBase includes entitlement for up to the number of purchased Dense MetricBase Series. A Dense MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 1 minute increments for 8 days then 10 minute increments for 94 days then 1 hour increments for 13 months		Series	Monthly	£ 0.09
PROD11315	MetricBase - Ultra Dense - Series	MetricBase includes entitlement for up to the number of purchased Ultra Dense MetricBase Series. An Ultra Dense MetricBase series is a single data point, indexed in a time order, monitored and stored for 13 months under the following retention policy: 10 second increments for 1 day then 1 minute increments for 96 days then 1 hour increments for 13 months		Series	Monthly	£ 0.58
PROD11482	IntegrationHub Enterprise - Transactions	IntegrationHub Enterprise includes Orchestration (Activity Designer; Activity Packs; Password Reset; and Client Software Distribution Application) and entitlement for up to 5,000,000 IntegrationHub Transactions annually (unused Transactions expire annually). IntegrationHub Enterprise includes Protocols and Spokes as set forth in the IntegrationHub Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer or Workflow. Additional annual Transactions require the purchase of a separate IntegrationHub package.		Transactions	Monthly	£ 9,480.00

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PROD11418	IntegrationHub Professional - Transactions	<p>IntegrationHub Professional includes Activity Designer; Activity Packs; and entitlement for up to 2,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>IntegrationHub Professional includes Protocols and Spokes as set forth in the IntegrationHub Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer or Workflow.</p> <p>Additional annual Transactions require the purchase of a separate IntegrationHub package.</p>		Transactions	Monthly	£ 3,950.00
PROD11416	IntegrationHub Standard - Transactions	<p>IntegrationHub Standard includes entitlement for up to 500,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>IntegrationHub Standard includes Protocols and Spokes as set forth in the IntegrationHub Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer.</p> <p>Additional annual Transactions require the purchase of a separate IntegrationHub package.</p>		Transactions	Monthly	£ 2,370.00
PROD11415	IntegrationHub Starter - Transactions	<p>IntegrationHub Starter includes entitlement for up to 1,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>IntegrationHub Starter includes Protocols and Spokes as set forth in the IntegrationHub Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer.</p> <p>Additional annual Transactions require the purchase of a separate IntegrationHub package.</p>		Transactions	Monthly	£ -
PROD11425	IntegrationHub 100 Million Transactions - Transaction Pack	<p>IntegrationHub 100 Million Transactions includes entitlement for up to 100,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer or Workflow.</p>		Transaction Pack	Monthly	£11,850.00
PROD11423	IntegrationHub 50 Million Transactions - Transaction Pack	<p>IntegrationHub 50 Million Transactions includes entitlement for up to 50,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer or Workflow.</p>		Transaction Pack	Monthly	£ 7,900.00
PROD11422	IntegrationHub 10 Million Transactions - Transaction Pack	<p>IntegrationHub 10 Million Transactions includes entitlement for up to 10,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer or Workflow.</p>		Transaction Pack	Monthly	£ 3,950.00
PROD11421	IntegrationHub 1 Million Transactions - Transaction Pack	<p>IntegrationHub 1 Million Transactions includes entitlement for up to 1,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer or Workflow.</p>		Transaction Pack	Monthly	£ 2,370.00
PROD11780	Password Reset Limited - Transaction Pack	<p>Included Application: Password Reset</p> <p>Password Reset Limited includes entitlement for up to 12,000 Password Reset Transactions annually (unused Password Reset Transactions expire annually).</p> <p>A Password Reset Transaction is an integration call that originates from the Password Reset Application.</p>		Transaction Pack	Monthly	£ 1,580.00
PROD11472	Software Asset Management - Computer v2	<p>Included Applications: Software Asset Management; Performance Analytics; and Client Software Distribution</p> <p>Performance Analytics for Software Asset Management Applications and Bundled Custom Tables only. Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application for license harvesting.</p> <p>Customer is granted use rights to manage software assets on the number of Computers purchased.</p> <p>A Computer is any virtual or physical end-user computing device, as well as any physical or virtual server.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Computer	Monthly	£ 1.19

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD11386	Governance, Risk and Compliance - Enterprise (1,000 GRC Users Included) – Module v2	<p>Included Applications: Policy and Compliance Management; Audit Management; Risk Management and Performance Analytics</p> <p>Customer is granted use rights for up to 1,000 GRC Users.</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Performance Analytics use rights apply only to Governance, Risk and Compliance Enterprise Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each GRC User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Risk Management - Geneva Policy and Compliance Management; Audit Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Module	Monthly	£ 9,875.00
PROD09224	Governance, Risk and Compliance - Enterprise - Tier 1 (Up To 4,999 GRC Users)	<p>Policy and Compliance Management; Audit Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below: Risk Management - Geneva Policy and Compliance Management; Audit Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 1 (Up To 4,999 GRC Users)	Monthly	£ 2.53
PROD09225	Governance, Risk and Compliance - Enterprise - Tier 2 (Up To 24,999 GRC Users)	<p>Policy and Compliance Management; Audit Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below: Risk Management - Geneva Policy and Compliance Management; Audit Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 2 (Up To 24,999 GRC Users)	Monthly	£ 1.07
PROD09228	Governance, Risk and Compliance - Enterprise - Tier 3 (Up To 49,999 GRC Users)	<p>Policy and Compliance Management; Audit Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below: Risk Management - Geneva Policy and Compliance Management; Audit Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 3 (Up To 49,999 GRC Users)	Monthly	£ 0.67

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD09229	Governance, Risk and Compliance - Enterprise - Tier 4 (Up To 74,999 GRC Users)	<p>Policy and Compliance Management; Audit Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management; Audit Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 4 (Up To 74,999 GRC Users)	Monthly	£ 0.55
PROD09230	Governance, Risk and Compliance - Enterprise - Tier 5 (Up To 250,000 GRC Users)	<p>Policy and Compliance Management; Audit Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management; Audit Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 5 (Up To 250,000 GRC Users)	Monthly	£ 0.47
PROD11385	Governance, Risk and Compliance - Professional (1,000 GRC Users Included) – Module v2	<p>Included Applications: Policy and Compliance Management; Risk Management and Performance Analytics</p> <p>Customer is granted use rights for up to 1,000 GRC Users.</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Performance Analytics use rights apply only to Governance, Risk and Compliance Professional Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each GRC User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Module	Monthly	£ 6,583.07
PROD09232	Governance, Risk and Compliance - Professional - Tier 1 (Up To 4,999 GRC Users)	<p>Policy and Compliance Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 1 (Up To 4,999 GRC Users)	Monthly	£ 1.70

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD09233	Governance, Risk and Compliance - Professional - Tier 2 (Up To 24,999 GRC Users)	<p>Policy and Compliance Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 2 (Up To 24,999 GRC Users)	Monthly	£ 0.71
PROD09234	Governance, Risk and Compliance - Professional - Tier 3 (Up To 49,999 GRC Users)	<p>Policy and Compliance Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 3 (Up To 49,999 GRC Users)	Monthly	£ 0.47
PROD09235	Governance, Risk and Compliance - Professional - Tier 4 (Up To 74,999 GRC Users)	<p>Policy and Compliance Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 4 (Up To 74,999 GRC Users)	Monthly	£ 0.40
PROD09236	Governance, Risk and Compliance - Professional - Tier 5 (Up To 250,000 GRC Users)	<p>Policy and Compliance Management; Risk Management and Performance Analytics for Governance, Risk & Compliance</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Risk Management - Geneva Policy and Compliance Management - Helsinki Performance Analytics for Governance, Risk & Compliance - Jakarta</p>		Tier 5 (Up To 250,000 GRC Users)	Monthly	£ 0.32

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD11384	Governance, Risk and Compliance - Standard (1,000 GRC Users Included) – Module v2	<p>Included Application: Policy and Compliance Management</p> <p>Customer is granted use rights for up to 1,000 GRC Users.</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each GRC User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below: Policy and Compliance Management - Helsinki</p>		Module	Monthly	£ 3,291.93
PROD09240	Governance, Risk and Compliance - Standard - Tier 1 (Up To 4,999 GRC Users)	<p>Policy and Compliance Management</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below: Policy and Compliance Management - Helsinki</p>		Tier 1 (Up To 4,999 GRC Users)	Monthly	£ 0.83
PROD09241	Governance, Risk and Compliance - Standard - Tier 2 (Up To 24,999 GRC Users)	<p>Policy and Compliance Management</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below: Policy and Compliance Management - Helsinki</p>		Tier 2 (Up To 24,999 GRC Users)	Monthly	£ 0.36
PROD09242	Governance, Risk and Compliance - Standard - Tier 3 (Up To 49,999 GRC Users)	<p>Policy and Compliance Management</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below: Policy and Compliance Management - Helsinki</p>		Tier 3 (Up To 49,999 GRC Users)	Monthly	£ 0.24

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD09243	Governance, Risk and Compliance - Standard - Tier 4 (Up To 74,999 GRC Users)	<p>Policy and Compliance Management</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Policy and Compliance Management - Helsinki</p>		Tier 4 (Up To 74,999 GRC Users)	Monthly	£ 0.20
PROD09244	Governance, Risk and Compliance - Standard - Tier 5 (Up To 250,000 GRC Users)	<p>Policy and Compliance Management</p> <p>Governance Risk and Compliance (GRC) 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 a GRC User. Additional GRC Users may be added by purchasing the appropriate Governance, Risk and Compliance Enterprise Tier to accommodate more than the purchased use rights.</p> <p>A GRC User is any User that has the right to perform any function in the GRC Application, including those set forth for all User types listed in table above.</p> <p>GRC purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately.</p> <p>The following application(s) became available according to the release indicated below:</p> <p>Policy and Compliance Management - Helsinki</p>		Tier 5 (Up To 250,000 GRC Users)	Monthly	£ 0.16
PROD09245	Vendor Risk Management Module (50 Vendors Included) – Module	<p>Vendor Risk Management</p> <p>Customer is granted use rights for up to 50 Vendor Risk Management Vendors.</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months. Additional Vendor Risk Management Vendors may be added by purchasing the appropriate Vendor Risk Management Vendors Tier to accommodate more than the purchased use rights.</p>		Module	Monthly	£ 4,114.32
PROD09246	Vendor Risk Management - Tier 1 (Up to 249 Vendors)	<p>Vendor Risk Management</p> <p>Usage is limited by the number of purchased Vendors.</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.</p>		Tier 1 (Up to 249 Vendors)	Monthly	£ 26.07
PROD09247	Vendor Risk Management - Tier 2 (Up to 499 Vendors)	<p>Vendor Risk Management</p> <p>Usage is limited by the number of purchased Vendors.</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.</p>		Tier 2 (Up to 499 Vendors)	Monthly	£ 15.80
PROD09248	Vendor Risk Management - Tier 3 (Up to 999 Vendors)	<p>Vendor Risk Management</p> <p>Usage is limited by the number of purchased Vendors.</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.</p>		Tier 3 (Up to 999 Vendors)	Monthly	£ 9.48
PROD09249	Vendor Risk Management - Tier 4 (Up to 2,999 Vendors)	<p>Vendor Risk Management</p> <p>Usage is limited by the number of purchased Vendors.</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.</p>		Tier 4 (Up to 2,999 Vendors)	Monthly	£ 5.53
PROD09250	Vendor Risk Management - Tier 5 (3,000 Vendors and Above)	<p>Vendor Risk Management</p> <p>Usage is limited by the number of purchased Vendors.</p> <p>A Vendor is any Customer vendor for which any assessment activity has been created within last 12 months.</p>		Tier 5 (3,000 Vendors and Above)	Monthly	£ 3.56
PROD11388	Security Operations - VR Standard (1,000 Devices Included) – Module v2	<p>Included Application: Vulnerability Response</p> <p>Customer is granted use rights for up to 1,000 Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Module	Monthly	£ 4,937.50

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD03320	Security Operations - VR Standard – Tier 1 (Up To 4,999 Devices)	<p>Vulnerability Response</p> <p>Vulnerability Response application includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Security Operations – VR Standard (1,000 Devices Included) – Module</p>		Tier 1 (Up To 4,999 Devices)	Monthly	£ 0.47
PROD03321	Security Operations - VR Standard – Tier 2 (Up To 24,999 Devices)	<p>Vulnerability Response</p> <p>Vulnerability Response application includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Security Operations – VR Standard (1,000 Devices Included) – Module</p>		Tier 2 (Up To 24,999 Devices)	Monthly	£ 0.36
PROD03322	Security Operations - VR Standard – Tier 3 (Up To 49,999 Devices)	<p>Vulnerability Response</p> <p>Vulnerability Response application includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Security Operations – VR Standard (1,000 Devices Included) – Module</p>		Tier 3 (Up to 49,999 Devices)	Monthly	£ 0.24
PROD03323	Security Operations - VR Standard – Tier 4 (Up To 74,999 Devices)	<p>Vulnerability Response</p> <p>Vulnerability Response application includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Security Operations – VR Standard (1,000 Devices Included) – Module</p>		Tier 4 (Up to 74,999 Devices)	Monthly	£ 0.20
PROD03324	Security Operations - VR Standard – Tier 5 (75,000 Devices and Above)	<p>Vulnerability Response</p> <p>Vulnerability Response application includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Security Operations – VR Standard (1,000 Devices Included) – Module</p>		Tier 5 (75,000 Devices and Above)	Monthly	£ 0.16
PROD11389	Security Operations - Professional (1,000 Devices Included) – Module v2	<p>Included Applications: Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; and Performance Analytics</p> <p>Customer is granted use rights for up to 1,000 Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Performance Analytics use rights apply only to Security Operations Professional Applications and Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Module	Monthly	£ 6,583.33
PROD03326	Security Operations - Professional – Tier 1 (Up To 4,999 Devices)	<p>Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; and Performance Analytics for Security Operations</p> <p>Includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Security Operations – Professional (1,000 Devices Included) – Module</p>		Tier 1 (Up To 4,999 Devices)	Monthly	£ 1.98

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD03327	Security Operations - Professional – Tier 2 (Up To 24,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; and Performance Analytics for Security Operations Includes entitlement for up to the number of purchased 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. Requires Security Operations – Professional (1,000 Devices Included) – Module		Tier 2 (Up To 24,999 Devices)	Monthly	£ 1.58
PROD03328	Security Operations - Professional – Tier 3 (Up To 49,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; and Performance Analytics for Security Operations Includes entitlement for up to the number of purchased 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. Requires Security Operations – Professional (1,000 Devices Included) – Module		Tier 3 (Up To 49,999 Devices)	Monthly	£ 0.99
PROD03329	Security Operations - Professional – Tier 4 (Up To 74,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; and Performance Analytics for Security Operations Includes entitlement for up to the number of purchased 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. Requires Security Operations – Professional (1,000 Devices Included) – Module		Tier 4 (Up To 74,999 Devices)	Monthly	£ 0.79
PROD03330	Security Operations - Professional – Tier 5 (75,000 Devices and Above)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; and Performance Analytics for Security Operations Includes entitlement for up to the number of purchased 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. Requires Security Operations – Professional (1,000 Devices Included) – Module		Tier 5 (75,000 Devices and Above)	Monthly	£ 0.63
PROD11390	Security Operations - Enterprise (1,000 Devices Included) – Module v2	Included Applications: Security Incident Response; Vulnerability Response; Threat Intelligence; Configuration Compliance; Trusted Security Circles; Event Management for Security Operations; Performance Analytics; and Security Operations Orchestration Activity Packs Customer is granted use rights for up to 1,000 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 use rights apply only to Security Operations Enterprise Applications and 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. The following Application(s) became available according to the release indicated below. Configuration Compliance - Kingston		Module	Monthly	£ 9,875.00
PROD03332	Security Operations - Enterprise – Tier 1 (Up To 4,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; Performance Analytics for Security Operations; and Security Operations Orchestration Activity Packs Includes entitlement for up to the number of purchased 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. Requires Security Operations – Enterprise (1,000 Devices Included) – Module.		Tier 1 (Up To 4,999 Devices)	Monthly	£ 3.95
PROD03333	Security Operations - Enterprise – Tier 2 (Up To 24,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; Performance Analytics for Security Operations; and Security Operations Orchestration Activity Packs Includes entitlement for up to the number of purchased 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. Requires Security Operations – Enterprise (1,000 Devices Included) – Module.		Tier 2 (Up To 24,999 Devices)	Monthly	£ 3.16

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD03334	Security Operations - Enterprise – Tier 3 (Up To 49,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; Performance Analytics for Security Operations; and Security Operations Orchestration Activity Packs Includes entitlement for up to the number of purchased 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. Requires Security Operations – Enterprise (1,000 Devices Included) – Module.		Tier 3 (Up to 49,999 Devices)	Monthly	£ 1.98
PROD03335	Security Operations - Enterprise – Tier 4 (Up To 74,999 Devices)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; Performance Analytics for Security Operations; and Security Operations Orchestration Activity Packs Includes entitlement for up to the number of purchased 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. Requires Security Operations – Enterprise (1,000 Devices Included) – Module.		Tier 4 (Up to 74,999 Devices)	Monthly	£ 1.58
PROD03336	Security Operations - Enterprise – Tier 5 (75,000 Devices and Above)	Security Incident Response; Vulnerability Response; Threat Intelligence; Trusted Security Circles; Event Management for Security Operations; Performance Analytics for Security Operations; and Security Operations Orchestration Activity Packs Includes entitlement for up to the number of purchased 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. Requires Security Operations – Enterprise (1,000 Devices Included) – Module.		Tier 5 (75,000 Devices and Above)	Monthly	£ 1.26
PROD05409	Configuration Compliance (1,000 Devices Included) - Module	Security Operations - CC Standard (1,000 Devices Included) – Module Configuration Compliance Customer is granted use rights for up to 1,000 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.		Module	Monthly	£ 4,937.50
PROD05410	Configuration Compliance – Tier 1 (Up To 4,999 Devices)	Configuration Compliance Includes entitlement for up to the number of purchased 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. Requires Configuration Compliance – Configuration Compliance (1,000 Devices Included) – Module		Tier 1 (Up To 4,999 Devices)	Monthly	£ 0.47
PROD05411	Configuration Compliance – Tier 2 (Up To 24,999 Devices)	Configuration Compliance Includes entitlement for up to the number of purchased 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. Requires Configuration Compliance – Configuration Compliance (1,000 Devices Included) – Module		Tier 2 (Up To 24,999 Devices)	Monthly	£ 0.36
PROD05412	Configuration Compliance – Tier 3 (Up To 49,999 Devices)	Configuration Compliance Includes entitlement for up to the number of purchased 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. Requires Configuration Compliance – Configuration Compliance (1,000 Devices Included) – Module		Tier 3 (Up To 49,999 Devices)	Monthly	£ 0.24
PROD05413	Configuration Compliance – Tier 4 (Up To 74,999 Devices)	Configuration Compliance Includes entitlement for up to the number of purchased 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. Requires Configuration Compliance – Configuration Compliance (1,000 Devices Included) – Module		Tier 4 (Up To 74,999 Devices)	Monthly	£ 0.20

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD05414	Configuration Compliance – Tier 5 (75,000 Devices and above)	<p>Configuration Compliance</p> <p>Includes entitlement for up to the number of purchased Devices.</p> <p>A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.</p> <p>Requires Configuration Compliance – Configuration Compliance (1,000 Devices Included) – Module</p>		Tier 5 (75,000 Devices and above)	Monthly	£ 0.16
PROD11360	HR Service Delivery Standard - HR User v2	<p>Included Application: Case and Knowledge Management</p> <p>Usage of the HR Service Delivery Standard 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 Standard as Users and these Users do not require an HR User subscription.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each HR User the right to access those Custom Tables.</p>		HR User	Monthly	£ 3.95
PROD11361	HR Service Delivery Professional - HR User v2	<p>Included Applications: Case and Knowledge Management; Employee Service Center; Lifecycle Events; Agent Intelligence; and Virtual Agent</p> <p>Usage of the HR Service Delivery Professional Applications, with the exception of Employee Service Center, 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.</p> <p>Lifecycle Event usage is limited to events that remain within the HR domain and explicitly excludes onboarding, offboarding, and transfers.</p> <p>Virtual Agent and Agent Intelligence use rights apply only to HR Professional Applications and Bundled Custom Tables.</p> <p>All Users are entitled to access the Employee Service Center.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each HR User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below. Agent Intelligence - Kingston Virtual Agent - London</p>		HR User	Monthly	£ 6.32
PROD11362	HR Service Delivery Enterprise – HR User v2	<p>Included Applications: Case and Knowledge Management; Employee Service Center; Lifecycle Events; Enterprise Onboarding and Transitions; Agent Intelligence; Virtual Agent; and Performance Analytics</p> <p>Usage of the HR Service Delivery Enterprise Applications, with the exception of Employee Service Center, 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.</p> <p>Performance Analytics, Virtual Agent and Agent Intelligence use rights apply only to HR Enterprise Applications and Bundled Custom Tables.</p> <p>All Users are entitled to access the Employee Service Center.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each HR User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below. Agent Intelligence - Kingston Virtual Agent - London</p>		HR User	Monthly	£ 10.27
PROD11367	HR Enterprise Onboarding – HR User v2	<p>Included Applications: Basic Case Management; Employee Service Center; and Enterprise Onboarding and Transitions</p> <p>Usage of the HR Enterprise Onboarding Applications, with the exception of Employee Service Center, 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 Enterprise Onboarding as Users and these Users do not require an HR User subscription.</p> <p>All Users are entitled to access the Employee Service Center.</p>		HR User	Monthly	£ 6.32
PROD11368	Employee Service Center – Unrestricted User v2	<p>Included Application: Employee Service Center</p> <p>Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section.</p>		Unrestricted User	Monthly	£ 3.95

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD11369	HR Basic Case Management – HR User v2	<p>Included Application: Basic Case Management</p> <p>Usage of the Basic Case 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 Basic Case Management as Users and these Users do not require an HR User subscription.</p>		HR User	Monthly	£ 2.37
PROD11370	Employee Document Management – Application v2	<p>Included Application: Employee Document Management</p> <p>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.</p> <p>This Application became available in the London family release.</p>		Application	Yearly	30% of HR ACV
PROD11371	HR Service Delivery Professional - SELF-HOSTED v2	<p>Included Applications: Case and Knowledge Management; Employee Service Center; Lifecycle Events; and Virtual Agent</p> <p>Usage of the HR Service Delivery Professional SELF-HOSTED Applications, with the exception of Employee Service Center, 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 SELF-HOSTED as Users and these Users do not require an HR User subscription.</p> <p>Lifecycle Event usage is limited to events that remain within the HR domain and explicitly excludes onboarding, offboarding, and transfers.</p> <p>Virtual Agent use rights apply only to HR Professional SELF-HOSTED Applications and Bundled Custom Tables.</p> <p>All Users are entitled to access the Employee Service Center.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each HR User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below. Virtual Agent - London</p>		Self-hosted	Monthly	£ 6.32
PROD11373	HR Service Delivery Enterprise SELF-HOSTED - HR User v2	<p>Included Applications: Case and Knowledge Management; Employee Service Center; Lifecycle Events; Enterprise Onboarding and Transitions; Virtual Agent; and Performance Analytics</p> <p>Usage of the HR Service Delivery Enterprise SELF-HOSTED Applications, with the exception of Employee Service Center, 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 SELF-HOSTED as Users and these Users do not require an HR User subscription.</p> <p>Performance Analytics and Virtual Agent use rights apply only to HR Enterprise SELF-HOSTED Applications and Bundled Custom Tables.</p> <p>All Users are entitled to access the Employee Service Center.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each HR User the right to access those Custom Tables.</p> <p>The following Application(s) became available according to the release indicated below. Virtual Agent - London</p>		Self-hosted	Monthly	£ 10.27
PROD11391	ITOM Standard - Node v2	<p>Included Applications: Discovery; Event Management</p> <p>An ITOM Standard Node includes the number of Discovery and Event Management Nodes as described below.</p> <p>Discovery Application includes discovery of all supported configuration item (CI) types and entitlement for the number of Discovery Nodes at a 1:1 ratio to purchased ITOM Standard Nodes.</p> <p>A Discovery Node is any physical or virtual server that is: (i) discovered by the Discovery Application; and (ii) assigned as a CI by Configuration Management (CMDB).</p> <p>Event Management Application includes entitlement for up to the number of Event Management Nodes at a 1:1 ratio to purchased ITOM Standard Nodes.</p> <p>An Event Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management Application.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Node	Monthly	£ 11.06

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD11392	ITOM Professional - Node v2	<p>Included Applications: Discovery; Event Management; Operational Intelligence; and IntegrationHub Professional (Activity Designer; Activity Packs; Client Software Distribution; and Password Reset)</p> <p>An ITOM Professional Node includes the number of Discovery, Event Management, and Operational Intelligence Nodes as described below.</p> <p>Discovery Application includes discovery of all supported configuration item (CI) types and entitlement for the number of Discovery Nodes at a 1:1 ratio to purchased ITOM Professional Nodes. A Discovery Node is any physical or virtual server that is: (i) discovered by the Discovery Application; and (ii) assigned as a CI by Configuration Management (CMDB).</p> <p>Event Management Application includes entitlement for up to the number of Event Management Nodes at a 1:1 ratio to purchased ITOM Professional Nodes. An Event Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management Application.</p> <p>Operational Intelligence (OI) Application includes entitlement for: (i) the number of purchased OI Nodes at a 1:1 ratio to purchased ITOM Professional Nodes; and (ii) 120 OI MetricBase Series annually per each purchased OI Node at a 1:120 ratio. One (1) ITOM Professional Node: 120 OI MetricBase Series. An OI Node is a physical or virtual server for which the series data can be reported to the OI Application. A MetricBase Series is a single data point indexed in a time order and monitored and stored in accordance with a defined retention policy. An OI MetricBase Series is monitored and stored for 13 months under the following retention policy: 1minute increments for 8 days then 10 minute increments for 94 days then 1 hour increments for 13 months. An OI MetricBase Series is for use only in the Operational Intelligence Application. Additional monthly OI MetricBase Series require Customer purchase MetricBase Series for Operational Intelligence.</p>		Node	Monthly	£ 17.38
PROD11393	ITOM Enterprise - Node v2	<p>Included Applications: Discovery; Event Management; Operational Intelligence; Cloud Management; Service Mapping; and IntegrationHub Enterprise</p> <p>An ITOM Enterprise Node includes the number of Discovery, Event Management, Operational Intelligence, Cloud Management and Service Mapping Nodes as described below.</p> <p>Discovery Application includes discovery of all supported configuration item (CI) types and entitlement for the number of Discovery Nodes at a 1:1 ratio to purchased ITOM Enterprise Nodes. A Discovery Node is any physical or virtual server that is: (i) discovered by the Discovery Application; and (ii) assigned as a CI by Configuration Management (CMDB).</p> <p>Event Management Application includes entitlement for up to the number of Event Management Nodes at a 1:1 ratio to purchased ITOM Enterprise Nodes. An Event Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management Application.</p> <p>Operational Intelligence (OI) Application includes entitlement for: (i) the number of purchased OI Nodes at a 1:1 ratio to purchased ITOM Enterprise Nodes; and (ii) 120 OI MetricBase Series annually per each purchased OI Node at a 1:120 ratio. One (1) ITOM Enterprise Node: 120 OI MetricBase Series. An OI Node is a physical or virtual server for which the series data can be reported to the OI Application. A MetricBase Series is a single data point indexed in a time order and monitored and stored in accordance with a defined retention policy. An OI MetricBase Series is monitored and stored for 13 months under the following retention policy: 1 minute increments for 8 days then 10 minute increments for 94 days then 1 hour increments for 13 months. An OI MetricBase Series is for use only in the Operational Intelligence Application. Additional monthly OI MetricBase Series require Customer purchase MetricBase Series for Operational Intelligence.</p>		Node	Monthly	£ 26.86
PROD11457	Discovery - Node v2	<p>Included Application: Discovery</p> <p>Discovery Application includes discovery of all supported Configuration Item (CI) types and entitlement for up to the number of purchased Nodes.</p> <p>A Node is any physical or virtual server that is: (i) discovered by the Discovery Application; and (ii) assigned as a CI by Configuration Management (CMDB).</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Node	Monthly	£ 6.32
PROD11458	Event Management - Node v2	<p>Included Application: Event Management</p> <p>Event Management Application includes entitlement for up to the number of purchased Event Nodes.</p> <p>An Event Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management Application.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Node	Monthly	£ 7.90
PROD11456	Cloud Management - Node v2	<p>Included Application: Cloud Management</p> <p>Includes entitlement for up to the number of purchased Cloud Management Nodes.</p> <p>A Cloud Management Node is a public or private virtual server provisioned and/or managed by the Cloud Management Application.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Node	Monthly	£ 10.27

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD11459	Operational Intelligence - Node v2	<p>Included Application: Operational Intelligence</p> <p>Operational Intelligence (OI) Application includes entitlement for: (i) the number of purchased OI Nodes; and (ii) 120 OI MetricBase Series annually per each purchased OI Node at a 1:120 ratio. One (1) OI Node : 120 OI MetricBase Series.</p> <p>An OI Node is a physical or virtual server for which the series data can be reported to the OI Application. A MetricBase Series is a single data point indexed in a time order and monitored and stored in accordance with a defined retention policy. An OI MetricBase Series is monitored and stored for 13 months under the following retention policy: 1 minute increments for 8 days then 10 minute increments for 94 days then 1 hour increments for 13 months.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Node	Monthly	£ 6.32
PROD11460	Service Mapping - Node v2	<p>Included Application: Service Mapping</p> <p>Requires Discovery as a pre-requisite.</p> <p>Service Mapping Application includes service mapping of all supported configuration item (CI) types and entitlement for the number of Service Mapping Nodes purchased.</p> <p>A Service Mapping Node is any physical or virtual server CI that is mapped by Service Mapping in the CMDB.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.</p>		Node	Monthly	£ 7.90
PROD11394	ITOM SELF-HOSTED Professional - Node v2	<p>Included Applications: Discovery; Event Management; and IntegrationHub Professional (Activity Designer; Activity Packs; Client Software Distribution; and Password Reset)</p> <p>An ITOM SELF-HOSTED Professional Node includes the number of Discovery and Event Management Nodes as described below.</p> <p>Discovery Application includes discovery of all supported configuration item (CI) types and entitlement for the number of Discovery Nodes at a 1:1 ratio to purchased ITOM SELF-HOSTED Professional Nodes. A Discovery Node is any physical or virtual server that is: (i) discovered by the Discovery Application; and (ii) assigned as a CI by Configuration Management (CMDB).</p> <p>Event Management Application includes entitlement for up to the number of Event Management Nodes at a 1:1 ratio to purchased ITOM SELF-HOSTED Professional Nodes. An Event Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management Application.</p> <p>IntegrationHub Professional includes Activity Designer; Activity Packs; Client Software Distribution; Password Reset; and entitlement for up to 2,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>IntegrationHub Professional includes Protocols and Spokes as set forth in the IntegrationHub Overview on www.servicenow.com/upgrade-schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of a flow within Flow Designer or Workflow. Additional annual Transactions require the purchase of a separate IntegrationHub package.</p>		Node	Monthly	£ 13.43
PROD11395	ITOM SELF-HOSTED Enterprise - Node v2	<p>Included Applications: Discovery; Event Management; Cloud Management; Service Mapping and IntegrationHub Enterprise</p> <p>An ITOM SELF-HOSTED Enterprise Node includes the number of Discovery, Event Management, Cloud Management and Service Mapping Nodes as described below.</p> <p>Discovery Application includes discovery of all supported configuration item (CI) types and entitlement for the number of Discovery Nodes at a 1:1 ratio to purchased ITOM SELF-HOSTED Enterprise Nodes.</p> <p>A Discovery Node is any physical or virtual server that is: (i) discovered by the Discovery Application; and (ii) assigned as a CI by Configuration Management (CMDB).</p> <p>Event Management Application includes entitlement for up to the number of Event Management Nodes at a 1:1 ratio to purchased ITOM SELF-HOSTED Enterprise Nodes.</p> <p>An Event Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management Application.</p> <p>Cloud Management Application includes entitlement for up to the number of Cloud Management Nodes at a 1:1 ratio to purchased ITOM SELF-HOSTED Enterprise Nodes.</p> <p>A Cloud Management Node is a public or private virtual server provisioned and/or managed by the Cloud Management Application.</p> <p>Service Mapping Application includes service mapping of all supported configuration item (CI) types and entitlement for the number of Service Mapping Nodes at a 10:1 ratio to purchased ITOM SELF-HOSTED Enterprise Nodes. Ten (10) ITOM Enterprise Nodes: One (1) Service Mapping Node. A Service Mapping Node is any physical or virtual server CI that is mapped by Service Mapping in the CMDB.</p>		Node	Monthly	£ 22.91
PROD00170	Approver User	Customer is granted the rights for Approver User as defined in the User Definitions Section.		Approver User	Monthly	£ 19.75
PROD00871	Time Card User - Time Card User	<p>Time Card User.</p> <p>A Time Card User may only update and submit one's own time card(s). Usage is limited by the number of purchased Time Card Users on this order form.</p>		Time Card User	Monthly	£ 11.85

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD00456	Notify (All users) - User	<p>Notify.</p> <p>Each User may use Notify with any ServiceNow application or Custom Application for which he or she has use rights.</p> <p>Note: Customer is required to separately purchase any third party service required to work with Notify. More information on third party integrations to Notify supported by ServiceNow can be found on the ServiceNow Wiki.</p>		User	Monthly	£ 0.99
PROD01054	Edge Encryption - Application	<p>ServiceNow Edge Encryption resides in the Customer's datacenter and encrypts data sent to eligible ServiceNow fields, and decrypts data received from those fields.</p> <p>Any authorized user may use Edge Encryption with a ServiceNow application or Custom Application. User types are defined in the User Type Definitions Section.</p> <p>The annual subscription fee for Edge Encryption ("Edge Encryption User Fee") is based on the total of the annual subscription fees of all user-based products subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of any of the ServiceNow user-based products, additional Edge Encryption User Fee may apply.</p>		Application	Yearly	20% of annual Subscription fees for all user-based products purchased by Customer
PROD01623	Performance Analytics For Security Operations - Application	<p>Performance Analytics For Security Operations.</p> <p>Performance Analytics use rights apply to Security Operations, Business Management and Governance, Risk and Compliance applications ("Security Operations Subscription Products").</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Service 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 Service Fees apply.</p>		Application	Yearly	20% of the annual subscription fees of Security Operations Subscription Products subscribed to by Customer
PROD01624	Performance Analytics For Customer Service Management - Application	<p>Performance Analytics For Customer Service Management.</p> <p>Any User may use Performance Analytics with a Customer Service Management application for which he or she has use rights.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Service 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 Service Fees apply.</p>		Application	Yearly	20% of the annual subscription fees of Customer Service Management offers subscribed to by Customer
PROD01625	Performance Analytics For HR Application	<p>Performance Analytics For HR.</p> <p>Any User may use Performance Analytics with an HR application for which he or she has use rights.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Service Fee") is based on the total of the annual subscription fees of HR Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased HR Users, or if Customer purchases additional HR Users, additional PA Subscription Service Fees apply.</p>		Application	Yearly	20% of the annual subscription fees of HR Subscription Products subscribed to by Customer
PROD01627	Performance Analytics - Enterprise - Application	<p>Performance Analytics - Enterprise.</p> <p>Performance Analytics use rights apply to all Subscription Products.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Service 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 Service Fees apply.</p>		Application	Yearly	20% of the annual subscription fees of all Subscription Products subscribed to by Customer
PROD01628	Performance Analytics For IT Operations Management - Application	<p>Performance Analytics For IT Operations Management.</p> <p>Performance Analytics use rights apply to Orchestration, ServiceWatch, Discovery, Cloud Provisioning, Event, Password, Client Software Distribution and IT Operations Management applications ("ITOM Subscription Products").</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Service 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 Service Fees apply.</p>		Application	Yearly	20% of the annual subscription fees of ITOM Subscription Products subscribed to by Customer
PROD02229	Performance Analytics For IT Business Management - Application	<p>Performance Analytics For IT Business Management.</p> <p>Any User may use Performance Analytics with an IT Business Management application for which he or she has use rights.</p> <p>The annual subscription fee for Performance Analytics ("PA Subscription Service 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 Service Fees apply.</p>		Application	Yearly	20% of the annual subscription fees of IT Business Management Subscription Products subscribed to by Customer

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD03426	Performance Analytics For IT Service Management - Application	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 User 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 User Fee may apply.		Application	Yearly	20% of the annual subscription fees of IT Service Management subscribed by Customer
PROD03427	Performance Analytics For Governance, Risk and Compliance - Application	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 User 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 User Fee may apply.		Application	Yearly	20% of the annual subscription fees of Governance, Risk and Compliance subscribed by Customer
PROD03432	Performance Analytics For Field Service Management - Application	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 User 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 User Fee may apply.		Application	Yearly	20% of the annual subscription fees of Field Service Management subscribed by Customer
PROD03433	Performance Analytics For Facilities Work Management - Application	Performance Analytics For Facilities Service Management Any User may use Performance Analytics with Facilities Work Management for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA User Fee") is based on the total of the annual subscription fees of Facilities Work Management subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of Facilities Work Management, additional PA User Fee may apply.		Application	Yearly	20% of the annual subscription fees of Facilities Work Management subscribed by Customer
PROD03434	Performance Analytics For Now Platform Custom Application - Application	Performance Analytics For Now Platform Custom Application Any User may use Performance Analytics with Now Platform Custom Application for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA User Fee") is based on the total of the annual subscription fees of the Now Platform Custom Application subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of the Now Platform Custom Application, additional PA User Fee may apply.		Application	Yearly	20% of the annual subscription fees of the Now Platform Custom Application subscribed by Customer
PROD03429	Full Disk Encryption	Full Disk Encryption provides physically encrypted storage of Customer data at rest for their production and non-production instances. Full Disk Encryption requires the purchase of a Dedicated Environment.			Monthly	£ 7,900.00
PROD00067	Additional Non-Production Instance - EMEA Data Center	Additional non-production 4TB storage limit instance in ServiceNow's data center.			Monthly	£ 987.50
PROD00070	Additional Non-Production Instance - Government Data Center	Additional non-production 4TB storage limit instance in ServiceNow's data center.			Monthly	£ 1,316.67
PROD00071	Additional Non-Production Instance - Self-Hosted	Additional non-production instance in Customer's data center.			Monthly	£ 658.33
PROD00829	Additional Production Environment - EMEA Data Center	One (1) additional production 4TB storage limit instance and one (1) non-production 4TB storage limit storage limit instance in ServiceNow's data center.			Monthly	£ 2,962.50
PROD00832	Additional Production Environment - Government Data Center	One (1) additional production 4TB storage limit instance and one (1) non-production 4TB storage limit storage limit instance in ServiceNow's data center.			Monthly	£ 3,291.67
PROD00064	Instance - Government Data Center	Uplift fee for additional instance in ServiceNow's data center			Monthly	£ 329.43
PROD01637	Additional Production Instance - Self-Hosted	Additional production instance in Customer's data center.			Monthly	£ 1,975.00
PROD08358	Database Encryption	Database Encryption provides software based encryption of data-at-rest of all Customer data stored in production and sub-production instances. Purchase of Database Encryption includes encryption for one (1) production and two (2) sub-production ServiceNow instances. Database Encryption requires all Customer instances to be encrypted. Additional production or sub-production instances added during the Subscription Term requires an additional Database Encryption purchase.			Monthly	£59,250.00
PROD08359	Database Encryption - Additional SubProd	Database Encryption - Additional SubProd provides software-based encryption of data-at-rest of all Customer data stored in an additional sub-production instance. Purchase of Database Encryption - Additional SubProd includes encryption of one (1) sub-production ServiceNow instance. Database Encryption requires all Customer instances to be encrypted. Additional production or sub-production instances added during the Subscription Term requires an additional Database Encryption purchase.			Monthly	£11,850.00
PROD09002	Additional 1TB Storage	Additional 1TB of storage for a production or non-production instance that exceeds 4TB.			Monthly	£ 1,316.93

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Product Codes	Full Name	Full Product Description	Category	Attribute #1	Term Type	GBP Price
PROD08993	Dedicated Environment - US Data Center	A Dedicated Environment provides application servers and database servers, separate from all other customers, to host the Customer's production and non-production instances in ServiceNow data centers regions. The total aggregate storage across all Customer production and non-production instances within a Dedicated Environment is six (6) terabytes. All production instances have high availability and are replicated within a ServiceNow data center region. ServiceNow standard support and service level agreements on www.servicenow.com/schedules.htm apply.			Monthly	£16,458.33
PROD08996	Dedicated Environment - EMEA Data Center	A Dedicated Environment provides application servers and database servers, separate from all other customers, to host the Customer's production and non-production instances in ServiceNow data centers regions. The total aggregate storage across all Customer production and non-production instances within a Dedicated Environment is six (6) terabytes. All production instances have high availability and are replicated within a ServiceNow data center region. ServiceNow standard support and service level agreements on www.servicenow.com/schedules.htm apply.			Monthly	£16,458.33
PROD09000	Dedicated Environment - Government Data Center	A Dedicated Environment provides application servers and database servers, separate from all other customers, to host the Customer's production and non-production instances in ServiceNow data centers regions. The total aggregate storage across all Customer production and non-production instances within a Dedicated Environment is six (6) terabytes. All production instances have high availability and are replicated within a ServiceNow data center region. ServiceNow standard support and service level agreements on www.servicenow.com/schedules.htm apply.			Monthly	£16,458.33
PROD03431	Additional Application Penetration Test	With this purchase Customer may perform one (1) additional application penetration test pursuant to the policies and procedures outlined in KB0538598 on HI (hi.service-now.com).			Monthly	£ 7,900.00
PROD09656	Professional Success	The Customer Success Package is offered subject to the Customer Success Package Service Description. If not attached to this Order Form, the Service Description is as set forth on www.servicenow.com/schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.			Monthly	£ 9,875.00
PROD09657	Enterprise Success	The Customer Success Package is offered subject to the Customer Success Package Service Description. If not attached to this Order Form, the Service Description is as set forth on www.servicenow.com/schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.			Monthly	£26,333.33
PROD09659	Premier Success	The Customer Success Package is offered subject to the Customer Success Package Service Description. If not attached to this Order Form, the Service Description is as set forth on www.servicenow.com/schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.			Monthly	£98,750.00
PROD09869	Professional Support Account Management	The Professional Support Account Management services' are subject to the applicable terms found on www.servicenow.com/schedules.html		Standard	Monthly	£ 2,962.50
PROD09871	Enterprise Support Account Management	The Enterprise Support Account Management services' are subject to the applicable terms found on www.servicenow.com/schedules.html		Shared	Monthly	£ 4,937.50
PROD09872	Premier Support Account Management	The Premier Support Account Management services' are subject to the applicable terms found on www.servicenow.com/schedules.html		Dedicated	Monthly	£14,812.50

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	<p>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.</p> <p>Customer is required to separately purchase any third-party integrated services.</p>
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	<p>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:</p> <p>(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;</p> <p>(b) Customer agrees, and shall cause its end users to agree, to the following:</p> <ul style="list-style-type: none"> • 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. <p>(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.</p>
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	<p>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.</p> <p>Customer is required to purchase Orchestration Core to orchestrate activities using a Workflow that interacts outside of Customer's instance of the subscription service.</p>
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