ServiceNow Renewal & Upsell Policy For Resale Partners

Updated May 12, 2016

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This document outlines the policies for renewing and upselling ServiceNow customer contracts. It addresses all previous versions of our products, including Enterprise Edition, Professional Edition, IT Service Automation Application Suite, Service Automation Platform, CreateNow Development Suite, IT Service Automation editions, Shared Services Applications and ITSA Unlimited migrations. In addition, it addresses previous versions of the ITOM applications (Orchestration Core, Activity Packs, Custom Activities, Configuration Automation, Password Reset, Cloud Provisioning, Event Management and ServiceWatch,) Orchestration (Runbook Automation), Discovery, and Performance Analytics scenarios.

1 Upsells

An 'upsell' addresses both the purchase of additional quantities for a currently subscribed product as well as the purchase of new products not currently subscribed to by the customer.

1.1 Selling Additional Users

For all legacy editions and suites, the following policy is in effect:

The customer may continue to purchase additional users, as per the terms of their existing contract. This includes the continued support of all user types currently defined in the customer's contract.

NOTE: If the customer is within the last 12 months of the contract term, ServiceNow sales is discouraged from doing an upsell without also performing a renewal. An upsell without a renewal within the last six months of the contract term is prohibited, with exceptions approved only by a ServiceNow Geo Sales Operations Director.

For upsells included with a renewal, the contract is first converted to the new subscription model and then the upsell is executed with the new terms.

1.2 Upsells of Additional Products

The table below summarizes the upsell policy for additional products to customers with legacy editions and suites. A "✔" in the table means that the products listed across the horizontal axis may be sold to customers who subscribe to applications along the vertical axis. If the cell is blank then a contract migration must be executed prior to upsell.

While additional users can be sold to legacy suite customers, upgrades or new sales are no longer allowed for Professional Edition, Enterprise Edition, ITSAA, ITSA Gold / Gold Plus / Gold Unlimited, ITSA Platinum, ITSA Diamond, Service Management Suite or Service Management Suite With Platform Runtime. Furthermore, a contract migration to the appropriate ITSA Unlimited SKU is required with the same order for with an upsell of Service Management Suite v2, Service Management Suite v2 With Platform Runtime, HRSM, Customer Service Management, Service Strategy Workers / Planners / Analysts, GRC Suite and Security Operations to these legacy suite customers. Approver Users may be added to a legacy suite contract without a migration.

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Updated May 12, 2016

Note: When upselling Customer Service Management to customers with versions of Service Management Suite, Service Management Suite With Platform Runtime, or IT Service Automation Suite, there may be some Fulfiller User overlap. Customer Service Management Fulfillers – agents who are servicing the customer's EXTERNAL Requesters – have access to the seven ITIL applications. As a result, they could also perform classic ITIL functions for their own INTERNAL Requesters. While the organizations / individuals servicing external versus internal Requesters are generally different, there will be situations where the customer will ask to re-mission some of their existing internally-focused Service Management Fulfillers to also become externally-focused Customer Service Fulfillers for only a small incremental fee. Work with your Sales Ops team on strategies to appropriately "ring fence" this overlap.

Legacy Package	Upsell												
	Add'l Users	*Service Mgmt Suite v2 (SMSv2)*	*SMSv2 With Platform Runtime (SMSv2PR)*	*Platform Runtime*	*HR SM with ESP-HR $0 Promo*	*Customer Service Mgmt*	*Service Strategy -- Worker*	*Service Strategy -- Planner*	*Service Strategy -- Analyst*	*GRC Suite*	*Security Ops (Device -Based)*	*ITOM (includes all Orch add- ons)*	*PA or Edge*
Professional Edition	✔												
Enterprise Edition	✔	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ ITSA Unl (PR)	✔ w/ ITSA Unl (PR)	✔	✔
ITSAA	✔	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ ITSA Unl	✔ w/ ITSA Unl	✔	✔
ITSA Gold	✔	✔ w/SMSv2 or ITSA Suite	✔ w/SMSv2 or ITSA Suite	✔	✔ w/SMSv2 or ITSA Suite	✔ w/SMSv2 or ITSA Suite	✔ w/SMSv2 or ITSA Suite	✔ w/SMSv2 or ITSA Suite	✔ w/SMSv2 or ITSA Suite	✔ w/SMS v2 or ITSA Suite	✔ w/SMS v2 or ITSA Suite	✔	✔
ITSA Gold Plus	✔	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ ITSA Unl	✔ w/ ITSA Unl	✔	✔
ITSA Gold Unlimited	✔	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ITSA Unl (PR)	✔ w/ ITSA Unl (PR)	✔ w/ ITSA Unl (PR)	✔	✔
ITSA Platinum	✔	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ITSA Unlimited	✔ w/ ITSA Unl	✔ w/ ITSA Unl	✔	✔
ITSA Diamond	✔	✔ w/ITSA Unl (PR) + PA	✔ w/ITSA Unl (PR) + PA	✔	✔ w/ITSA Unl (PR) + PA	✔ w/ITSA Unl (PR) + PA	✔ w/ITSA Unl (PR) + PA	✔ w/ITSA Unl (PR) + PA	✔ w/ITSA Unl (PR) + PA	✔ w/ ITSA Unl (PR)+PA	✔ w/ ITSA Unl (PR)+PA	✔	✔ Edge Only
ITSA Unlimited	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
ITSA Unlimited (Including CreateNow)	✔	✔	✔		✔	✔	✔	✔	✔	✔	✔	✔	✔
ITSA Unlimited (Incl. Platform Runtime)	✔	✔	✔		✔	✔	✔	✔	✔	✔	✔	✔	✔
ITSA Suite	✔	✔	✔	✔	✔	✔	✔ [1]	✔	✔	✔	✔	✔	✔
Service Mgmt Suite (SMS)	✔	✔w/HRSM Migration	✔ w/HRSM Migration	✔	✔ w/SMSv2 + HRSM Migration	✔	✔ [1]	✔	✔	✔	✔	✔	✔
Service Mgmt Suite W/ Platform Runtime (SMSwPR)	✔	✔w/HRSM Migration	✔ w/HRSM Migration		✔ w/SMSv2PR + HRSM Migration	✔	✔ [1]	✔	✔	✔	✔	✔	✔
HR SA	✔	✔	✔	✔	✔w/HRSM Migration	✔	✔ [1]	✔	✔	✔	✔	✔	✔
Facilities SA	✔	✔	✔	✔	✔	✔	✔ [1]	✔	✔	✔	✔	✔	✔
Field SA	✔	✔	✔	✔	✔	✔	✔ [1]	✔	✔	✔	✔	✔	✔
ITSA Single App	✔	[2]	[2]	[2]	[2]	[2]	✔ [1][2]	[2]	[2]	[2]	[2]	✔	✔
ITSA Two App	✔	[2]	[2]	[2]	[2]	[2]	✔ [1][2]	[2]	[2]	[2]	[2]	✔	✔
CreateNow Single App	✔	[2]	[2]	[2]	[2]	[2]	✔ [1][2]	[2]	[2]	[2]	[2]	✔	✔
CreateNow Unlimited	✔	[2]	[2]	[2]	[2]	[2]	✔ [1][2]	[2]	[2]	[2]	[2]	✔	✔
Project Portfolio Suite	✔	✔	✔	✔	✔	✔	✔ [1]	✔	✔	✔	✔	✔	✔
Financial Mgmt	✔	✔	✔	✔	✔	✔	✔ [1]	✔	✔	✔	✔	✔	✔
Service Automation Platform – Single App	✔	[2]	[2]	[2]	[2]	[2]	✔ [1][2]	[2]	[2]	[2]	[2]	✔	✔
Service Automation Platform	✔	[2]	[2]	[2]	[2]	[2]	✔ [1][2]	[2]	[2]	[2]	[2]	✔	✔
Notes	[1] "Service Strategy - Worker" Upsells require at least 2 Service Strategy - Planners. [2] Upsell not permitted w/o appropriate SMS or Platform Runtime migration also.												

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Note: Legacy suite customers are entitled to new applications from follow-on releases that were added to their legacy suites. However, to enable the new applications, they must upgrade their instance to that release. The following applications were released since early 2013 and can be enabled when the customer upgrades to that ServiceNow version:

Release	Application Introduced
Calgary	Work Management (which was renamed to Field Service Automation with Eureka)
Dublin	Resource Management
Dublin	Vendor Management
Eureka	Demand Management
Fuji	Test Management
Geneva	Risk Management
Helsinki	Policy and Compliance Management (with Audit Management replaced GRC application)
Helsinki	Audit Management (with Policy and Compliance Management replaced GRC application)
Helsinki	Threat Intelligence (addition to Security Operations)

The ServiceNow Renewal and Migration Suite-Application Map below reflects the mapping of current new business suite and application user-based offers to legacy suites, including the releases when newer applications were added to legacy suite entitlements.

	[Currently Sold For New Business]									[Renewals & Migrations Only]				[Existing Customer Additional Capacity Only]												
Suites & Applications	Service Mgmt Suite v2	Service Mgmt Suite v2 w/ Platform Runtime	HR Service Mgmt (PEPM Model) [9]	Customer Service Mgmt	Service Strategy - Analyst	Service Strategy - Planner	Service Strategy - Worker	GRC Suite	Platform Runtime	ITSA Unlimited	ITSA Unlimited w/ Platform Runtime	ITSA Unlimited w/ CreateNow	IT Service Automation Suite [5]	Service Mgmt Suite	Service Mgmt Suite w/ Platform Runtime	Project Portfolio Suite	Financial Mgmt	Business Mgmt Suite	ITSA Diamond	ITSA Platinum	ITSA Gold Unlimited	ITSA Gold Plus	ITSA Gold	ITSA Application	Enterprise Edition V2 (beg-2013)	Enterprise Edition V1 (pre-2013)
Introduced	Post-Geneva	Post-Geneva	Post-Geneva	Geneva	Post-Geneva	Post-Geneva	Post-Geneva	Eureka	Eureka	Eureka	Eureka	Eureka	Eureka	Fuji	Fuji	Eureka	Eureka	Eureka	Dublin	Dublin	pre-Calgary	pre-Calgary	pre-Calgary	pre-Calgary	pre-Calgary	pre-Calgary
Primary Migration Suite SKU	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	ITSA Unlimited w/ Platform Runtime	Service Mgmt Suite v2 *OR* IT Service Automation Suite	Service Mgmt Suite v2 + HRSM (PEPM Model) [9]	Service Mgmt Suite v2 w/ Platform Runtime + HRSM (PEPM Model) [9]	Service Strategy - Planner	Service Strategy - Analyst	GRC Suite	ITSA Unlimited w/ Platform Runtime + PA	ITSA Unlimited	ITSA Unlimited w/ Platform Runtime	ITSA Unlimited	Service Mgmt Suite v2 *OR* IT Service Automation Suite	ITSA Unlimited	ITSA Unlimited w/ Platform Runtime	ITSA Unlimited w/ Platform Runtime
Incident	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Problem	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Change	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Release	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Asset	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Request	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Cost	✓	✓		✓						✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓
Project					✓	✓	Limited [6]			✓	✓	✓				✓			✓	✓	✓	✓		✓	✓	✓
Resource					✓	✓	Limited [6]			✓	✓	✓				✓			✓	✓	Dublin	Dublin		Dublin	Dublin	Dublin
Demand					✓	✓	Limited [6]			✓	✓	✓				✓			Eureka	Eureka	Eureka	Eureka		Eureka	Eureka	Eureka
Agile Development [7]					✓	✓	Limited [6]			✓	✓	✓				✓			✓	✓	✓	✓		✓	✓	✓
Test					✓	✓	Limited [6]			Fuji	Fuji	Fuji				Fuji			Fuji	Fuji	Fuji	Fuji		Fuji	Fuji	Fuji
Financial Planning					Geneva	Geneva											Geneva									
Cost Transparancy					✓												✓									
Policy and Compliance [8]								✓		✓	✓	✓						✓	✓	✓	✓	✓		✓	✓	✓
Audit [8]								✓		✓	✓	✓						✓	✓	✓	✓	✓		✓	✓	✓
Vendor Performance								✓		✓	✓	✓						✓	✓	✓	Dublin	Dublin		Dublin	Dublin	Dublin
Risk								Geneva		Geneva	Geneva	Geneva						Geneva	Geneva	Geneva	Geneva	Geneva		Geneva	Geneva	Geneva
Field SM [1]	✓	✓		✓						✓	✓	✓		✓	✓				✓	✓	Calgary	Calgary		Calgary	Calgary	Calgary
Facilities SM	✓	✓												✓	✓											
Finance SM	✓	✓												✓	✓											
Legal SM	✓	✓												✓	✓											
Marketing SM	✓	✓												✓	✓											
HRSM (PEPM Model) [9]			✓											✓	✓											
Enterprise Service Portal - HR			Helsinki																							
Customer Service				✓																						
Performance Analytics																			✓							
PR Template Use [2]		✓													✓											
Platform Runtime		✓							✓		✓	✓			✓				✓		✓	✓ [4]			✓ [3]	✓
ServiceNow Platform Services	ServiceNow Platform Services include: CMDB; Service Catalog; Chat; Live Feed; Reporting; Survey Management; Content Management System; Knowledge Management; Service Level Management; Graphical Workflow; Mobile; Skills Management; Time Cards; Coaching Loops; Business Service Maps; Visualizations; On Call Scheduling; Service Creator; Form Designer; Google Maps; Rest API; Visual Task Boards; Connect; Studio; OpenFrame; Service Portal Designer.																									
ServiceNow Platform Notes	ServiceNow Platform included in all suites and applications above (CMDB included as of Eureka). The "✓" indicated application was included with original offer. [1] Named Work Mgmt prior to Eureka. [2] Capability to create Service Mgmt applications from a template. [3] Possible exclusion (must check Order Form). [4] Grandfathered as needed (must check Order Form). [5] Selective renewals & migrations only. [6] The "Service Strategy – Worker" has "limited" use rights for the Demand, Resource, Project Portfolio, Agile Development and Test applications where they are granted the rights for Requester User. In addition, they are also granted rights to track and submit time sheets as well as create and modify their own work items that relate to the aforementioned five applications. [7] Named SDLC prior to Helsinki. [8] Named GRC prior to Helsinki. [9] Both SKU's: HRSM and "Enterprise Service Portal - HR" $0 promotion are only offered using Per-Employee-Per-Month (PEPM) pricing model.																									

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1.2.1 Where Upsells Are Not Allowed

Professional Edition

This edition is a limited offering that we do not want to perpetuate. As of Q2 2016, there are only a handful of customers remaining subscribing to Professional Edition. If any of these customers are interested in additional products, they must first be converted to Service Management Suite.

ITSA Diamond

Because these customers have Performance Analytics as part of their packaged entitlement, there is no need to be able to purchase it separately for that particular contract/instance.

CreateNow Single App / Service Automation Platform One App

For customers that have purchased either, they have rights to deploy a single custom application in production. Customers can buy additional single app users or they can be upsold to the go-forward Platform Runtime SKU, which provides each Platform Runtime Fulfiller User with use rights for an unlimited number of custom applications deployed in production.

CreateNow Unlimited / Service Automation Platform Suite

For customers that have purchased either, their subscription entitles them to deploy unlimited custom applications in production. Customers can buy additional Fulfiller Users and therefore there is no upsell to the Platform Runtime SKU. At renewal, they will be converted to the new SKU, which provides the same rights they have in their existing product offering.

1.3 How to Upsell from a Custom Suite

For all custom-defined suites where the suite was a one-off solution defined for a specific customer, ServiceNow sales must engage with regional ServiceNow Deals Desks and Regional Legal to determine the best way forward. Based on the applications included, user types defined, and price point, a policy will be agreed upon. Depending on the custom element, the following approvals are required prior to the upsell:

Custom Element	Approver
Edits to standard product descriptions, use definitions and/or user type table in the order form	Geo Sales Operations Director
ITSA Application entitlement change only	Deals Desk, Global Sales Finance VP
Custom entitlement	Deals Desk, Regional Legal, Global Sales Finance VP

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2 Renewals and Contract Migrations – User-based Models

As customer contracts near the end of their term, all customers will have to migrate to new product SKUs. There are no exceptions to this policy without regional ServiceNow Deals Desk or regional Sales Operations Director approval. During the renewal process, the goal is to get all customers on standard terms and products while ensuring that all customers remain fully entitled to the applications and use rights that they originally purchased.

Since ServiceNow has invested heavily in expanding and enhancing its platform capabilities, the renewal policy includes expectations of price uplifts upon contract renewal.

2.1 Scenarios

- Straight renewal with no additional users or products
  - If a 7% increase is not attainable, approvals must be given per the table below.

    The exception is if there are contractual price caps in place.

Renewal ACV increase	
Level 1: Sales Rep	7% and above
Level 2: Sales Manager	6 - 6.99%
Level 3: Sales Director	4 - 5.99%
Level 4: Sales Area VP	3 - 3.99%
Level 5: Sales Geo VP	1 - 2.99%
Level 6: Sales WW VP	Less than .99%

Adding Users and Product

- When adding additional users or new product features that are greater than 10% of the annual contract value, the 7% price increase is waived. The 10% increase must be obtained through additional users or products without applying additional discounts to the users and/or products being renewed.

At the same time, the renewal policy is intended to be generous so that customers continue to realize that the value exchange with ServiceNow is comparable to what they signed up for originally.

The following table defines how the legacy packages migrate to go-forward entitlements and the action to be taken:

Note: No existing contract REQUIRES a migration to the 'Service Management Suite v2 With Platform Runtime' SKU. However, we expect a number of customers will want to take advantage of the Service Management Suite v2 capability to create service management applications from a template, which requires Platform Runtime use rights to utilize. As a result, those customers would include the 'Service

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Management Suite v2 With Platform Runtime' SKU when migrating from ITSA Suite and/or former Shared Services Applications.

Legacy Package	Renewal / Migration --> Go Forward SKU									Action To Be Taken		
	ITSA Unlimited	*ITSA Unlimited (Including Platform Runtime)*	*ITSA Suite*	*Service Mgmt Suite v2*	*SMSv2 With Platform Runtime*	*Platform Runtime*	*HR SM with ESP-HR $0 Promo*	*Service Strategy -- Worker / Planner / Analyst*	*PA*	*Migrate At Renewal*	*No Upgrade Path / New Contract Required*	*Option to Carryover SKU at Renewal*
Professional Edition											✔	
Enterprise Edition		✔								✔		
ITSAA	✔									✔		
ITSA Gold			✔	✔						✔		
ITSA Gold Plus	✔									✔		
ITSA Gold Unlimited		✔								✔		
ITSA Platinum	✔									✔		
ITSA Diamond		✔							✔	✔		
ITSA Unlimited	✔											✔
ITSA Unlimited (Including CreateNow)		✔								✔		✔
ITSA Unlimited (Incl. Platform Runtime)		✔										✔
ITSA Suite			✔	✔						✔		✔
Service Mgmt Suite				✔			✔			✔		
Service Mgmt Suite W/ Platform Runtime					✔		✔			✔		
HR SA							✔			✔		
Facilities SA				✔						✔		
Field SA				✔						✔		
ITSA Single App												✔
ITSA Two App												✔
CreateNow Single App												✔
CreateNow Unlimited						✔				✔		
Project Portfolio Suite								✔		✔		✔
Financial Mgmt								✔		✔		✔
Service Automation Platform – Single App												✔
Service Automation Platform						✔				✔		

The purpose of all of the entitlements described below is to remove the focus on what is or is not permissible for subscribed Fulfillers, reduce friction at renewal time, and instead focus the effort on how we expand adoption of the platform across the rest of the enterprise.

Note: In all cases, if a customer has a contractual price cap, it will be honored.

2.2 ITSA Unlimited Suites

Two migration-only SKUs are designed specifically to convert customers on older contracts with pre-Eureka suite SKUs to the current pricing model. These ITSA Unlimited SKUs are not available for purchase by new customers.

- The '**ITSA Unlimited**' SKU contains (1) the former IT Service Automation Suite applications (Incident, Problem, Change, Release, Request, Asset, Cost); (2) Former Project Portfolio Suite applications (Agile Development (formerly "SDLC"), Project Portfolio, Resource, Demand, Test); (3) Governance, Risk and Compliance Suite applications (Policy and

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Compliance + Audit (formerly "GRC"), Risk, Vendor Performance); and (4) the Field Service Management application. The '**ITSA Unlimited**' SKU is required for migration from ITSA Application, ITSA Gold Plus, and ITSA Platinum.

- The '**ITSA Unlimited (Including Platform Runtime)**' SKU contains everything in the 'ITSA Unlimited' SKU plus Platform Runtime, which provides Fulfiller use rights for custom applications deployed in production. The 'ITSA Unlimited (Including Platform Runtime)' SKU is for customers that have historical rights to deploy their custom developed applications in production. All other customers eligible to convert will do so to the 'ITSA Unlimited' SKU. The '**ITSA Unlimited**' SKU is required for migration from Enterprise Edition (see rules below), ITSA Gold Unlimited, and ITSA Diamond.

The visual below shows which legacy suites map to either ITSA Unlimited or ITSA Unlimited (Including Platform Runtime).

Suites & Applications - Legacy Suite Renewals & Migrations	Renewals & Migrations Only		Existing Customer Additional Capacity Only						
	ITSA Unlimited	ITSA Unlimited w/ Platform Runtime	ITSA Diamond	ITSA Platinum	ITSA Gold Unlimited	ITSA Gold Plus	ITSA Application	Enterprise Edition V2 (beg-2013)	Enterprise Edition V1 (pre-2013)
Primary Migration Suite SKU	N/A	N/A	ITSA Unlimited w/ Platform Runtime + PA	ITSA Unlimited	ITSA Unlimited w/ Platform Runtime	ITSA Unlimited	ITSA Unlimited	ITSA Unlimited w/ Platform Runtime	ITSA Unlimited w/ Platform Runtime
Incident	✔	✔	✔	✔	✔	✔	✔	✔	✔
Problem	✔	✔	✔	✔	✔	✔	✔	✔	✔
Change	✔	✔	✔	✔	✔	✔	✔	✔	✔
Release	✔	✔	✔	✔	✔	✔	✔	✔	✔
Asset	✔	✔	✔	✔	✔	✔	✔	✔	✔
Request	✔	✔	✔	✔	✔	✔	✔	✔	✔
Cost	✔	✔	✔	✔	✔	✔	✔	✔	✔
Project	✔	✔	✔	✔	✔	✔	✔	✔	✔
Resource	✔	✔	✔	✔	Dublin	Dublin	Dublin	Dublin	Dublin
Demand	✔	✔	Eureka	Eureka	Eureka	Eureka	Eureka	Eureka	Eureka
Agile Development [formerly "SDLC"]	✔	✔	✔	✔	✔	✔	✔	✔	✔
Test	Fuji	Fuji	Fuji	Fuji	Fuji	Fuji	Fuji	Fuji	Fuji
Financial Planning									
Cost Transparancy									
Policy & Compliance [Formerly "GRC"]	✔	✔	✔	✔	✔	✔	✔	✔	✔
Audit [Formerly "GRC"]	✔	✔	✔	✔	✔	✔	✔	✔	✔
Vendor Performance	✔	✔	✔	✔	Dublin	Dublin	Dublin	Dublin	Dublin
Risk	Geneva	Geneva	Geneva	Geneva	Geneva	Geneva	Geneva	Geneva	Geneva
Field SM [Formerly "Work"]	✔	✔	✔	✔	Calgary	Calgary	Calgary	Calgary	Calgary
Performance Analytics			✔						
Platform Runtime		✔	✔		✔	[**]		✔ [*]	✔

ServiceNow Platform is included In all suites and applications above (CMDB Included as of Eureka). The "✔" indicated application was included with original offer. [*] Possible exclusion (must check Order Form). [**] Grandfathered as needed (must check Order Form).

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Sales of either Service Management Suite v2 or Service Management Suite v2 With Platform Runtime to older contract customers requires a contract migration to the appropriate ITSA Unlimited SKU as part of the same purchase order:

- Migration to 'ITSA Unlimited' SKU required for: ITSA Application, ITSA Gold Plus, ITSA Platinum.
- Migration to 'ITSA Unlimited (Including Platform Runtime)' SKU required for: Enterprise Edition (see rules below), ITSA Gold Unlimited, ITSA Diamond.
- Migration to 'Service Management Suite v2' is the primary path for ITSA Gold, although migration to the Eureka 'IT Service Automation Suite' is an alternative with region Deals Desk approval.

The visual below shows the legacy ITSA Gold and individual HR SA, Facilities SA, and Field SA map.

Legacy SMS, ITSA Gold, HR SA, Field SA, Facilities SA Migrations & Renewals	Currently Sold For New Business			Renewals & Migrations Only	Existing Customer Additional Capacity Only				
	Service Mgmt Suite v2	Service Mgmt Suite v2 w/ Platform Runtime	HR Service Mgmt (PEPM Model) [***]	IT Service Automation Suite [**]	Service Mgmt Suite	Service Mgmt Suite w/ Platform Runtime	HR Service Automation	Field Service Automation	Facilties Serivice Automation
Primary Migration Suite SKU	N/A	N/A	N/A	Service Mgmt Suite v2 *OR* IT Service Automation Suite	Service Mgmt Suite v2 + HRSM (PEPM Model) [***]	Service Mgmt Suite v2 w/ Platform Runtime + HRSM (PEPM Model) [***]	HR Service Mgmt (PEPM Model) [***]	Service Mgmt Suite v2	Service Mgmt Suite v2
Incident	✔	✔		✔	✔	✔			
Problem	✔	✔		✔	✔	✔			
Change	✔	✔		✔	✔	✔			
Release	✔	✔		✔	✔	✔			
Asset	✔	✔		✔	✔	✔			
Request	✔	✔		✔	✔	✔			
Cost	✔	✔		✔	✔	✔			
Field SM [Formerly "Work"]	✔	✔			✔	✔		✔	
Facilities SM	✔	✔			✔	✔			✔
Finance SM	✔	✔			✔	✔			
Legal SM	✔	✔			✔	✔			
Marketing SM	✔	✔			✔	✔			
HRSM (PEPM Model) [***]			✔		✔	✔	✔		
Enterprise Service Portal - HR			Helsinki						
PR Template Use [*]		✔				✔			
Platform Runtime		✔				✔			

ServiceNow Platform included In all suites and applications above (CMDB Included as of Eureka). The "✔" indicated application was included with original offer. [*] Capability to create Service Mgmt applications from a template. [**] Selective renewals & migrations only. [***] Both SKU's: HRSM and "Enterprise Service Portal - HR" $0 promotion are only offered using Per-Employee-Per-Month (PEPM) pricing model.

To simplify this required migration process for upsells: for legacy suite contracts with standard terms, Deals Desk / SOPS Renewals Desk authority is sufficient if the existing legacy suite per Process User / Fulfiller User net pricing exceeds $60/month.

New business or renewal deals including products that are no longer offered (EOL) in the ServiceNow Pricing Policy require Deals Desk approval. Once approved, adding additional quantities to an existing contract do not require approval.

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The sections below provide details for specific legacy user-based offer renewal and migration scenarios. There are larger separate sections later in this document for (1) **Project Portfolio Suite** + **Financial Management → Service Strategy - Worker, Planner, Analyst**, and (2) **Service Management Suite → HR Service Management** + **Service Management Suite v2**.

2.3 Professional Edition

Only a handful of customers still have Professional Edition. There is no upgrade path for these customers. At renewal time, they may renew on the existing Professional Edition SKU or they may repurchase with the new SKUs that best meet their needs. There is no pricing entitlement when a Professional Edition customer repurchases. This transaction is treated as a brand new contract.

2.4 Enterprise Edition

For customers that have purchased Enterprise Edition (either Enterprise Edition v1 or v2), entitlement is based on what was written in their contract. For most customers, if they purchased prior to 2013, there was no explicit delineation between the application suite and custom app production deployment rights. If this is the case, customers are migrated to the ITSA Unlimited (Including Platform Runtime) SKU that grants those Process Users with production deployment Fulfiller use rights for an unlimited number of their custom applications. For customers that have a product overview attached to their contract that specifically calls out the "Service Automation Platform" there was a clear definition that their purchase did not include custom app production deployment Fulfiller use rights. These customers are therefore entitled to the ITSA Unlimited SKU, which excludes custom app production deployment Fulfiller use rights.

SERVICENOW SERVICE AUTOMATION PLATFORM. Customer's order for ServiceNow Enterprise, or for individual ServiceNow Enterprise applications ("ServiceNow Applications"), is for use of the specified ServiceNow Applications designated on the Order Form or attachment thereto, and does not include Custom Applications except for the limited use of the ServiceNow Service Automation Platform as may be specified in ServiceNow Enterprise. "Custom Application" is an application created on the ServiceNow Service Automation Platform ("ServiceNow Platform") to address a business process or workflow outside the scope of the ServiceNow Applications. A customization or an extension of the ServiceNow Platform in support of the delivery of the ServiceNow Applications—such as definitions of roles, assets, locations, integrations, user interface policies, client scripts, and business rules that are necessary to implement a ServiceNow Application-defined process—does not constitute a Custom Application and is a use of the ServiceNow Platform that is included within Customer's authorized use of the ServiceNow Applications at no additional fee.

If you are unclear the status of your customer, please reach out to Sales Ops for assistance.

2.5 IT Service Automation Application (ITSAA)

Fulfillers are entitled to the ITSA Unlimited SKU. The Fulfiller subscription price equals the previous ITSAA process user price. Free Requesters are removed from the order form. The subscription paid for Requesters is added to the price paid for Fulfillers to determine the total new Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price.

2.6 ITSA Gold Edition

ITSA Gold Fulfillers will be migrated to the Service Management Suite v2, which contains the seven core ITIL "IT Service Management" applications as well as additional service management application

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entitlements: Facilities, Field Service, Finance, Legal and Marketing. The Service Management Suite v2 Fulfiller subscription price equals the previous ITSA Gold Fulfiller price. Free Requesters are removed from the order form. The subscription paid for Requesters is added to the price paid for Fulfillers to determine the total new Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price for the 'Service Management Suite' SKU. Note: as an alternative, straight migration to the Eureka 'IT Service Automation' SKU can be the path.

2.7 ITSA Gold Plus / Gold Unlimited

For ITSA Gold Plus, Fulfillers are entitled to the ITSA Unlimited SKU. For ITSA Gold Unlimited, Fulfillers are entitled to the ITSA Unlimited (Including Platform Runtime) SKU. The Fulfiller subscription price equals the previous ITSA Gold Plus / Gold Unlimited Fulfiller price. Free Requesters are removed from the order form. The subscription paid for Requesters is added to the price paid for Fulfillers to determine the total new Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price.

2.8 ITSA Platinum

Fulfillers are entitled to the ITSA Unlimited SKU. The Fulfiller subscription price equals the previous ITSA Platinum Fulfiller price. Free Requesters are removed from the order form. The subscription paid for Requesters is added to the price paid for Fulfillers to determine the total new Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price.

2.9 ITSA Diamond

Fulfillers are entitled to the ITSA Unlimited (Including Platform Runtime) SKU plus the Performance Analytics - Enterprise - Application SKU. The Fulfiller subscription price equals the previous ITSA Diamond Fulfiller price. Free Requesters are removed from the order form. The subscription paid for Requesters is added to the price paid for Fulfillers to determine the total new Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price. Performance Analytics is added as a separate line item on the order form. The net price reflected is based on the total net price previously paid plus renewal uplift if applicable.

2.10 IT Service Automation Suite

There are two options for migrating ITSA Suite Fulfillers: (1) ITSA Suite Fulfillers will be migrated to the Service Management Suite v2, which contains the seven core ITIL "IT Service Management" applications as well as additional service management application entitlements: Facilities, Field Service, Finance, Legal and Marketing. The Service Management Suite v2 Fulfiller subscription price equals the previous ITSA Suite Fulfiller price. The renewal uplift is applied to reach the go-forward Fulfiller price for the 'Service Management Suite v2' SKU. (2) as an alternative, the Eureka ITSA Suite can continue to be used going forward thereby not increasing the customer's application entitlement.

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2.11 HR Service Automation

HR SA Fulfillers will be migrated to the HR Service Management "Per-Employee-Per-Month" Unrestricted User SKU. See details in Section 4 "Service Management Suite → HR Service Management + Service Management Suite v2."

2.12 Facilities Service Automation

Facilities SA Fulfillers will be migrated to the Service Management Suite v2, which contains the seven core ITIL "IT Service Management" applications as well as additional service management application entitlements beyond Facilities SA: Field Service, Finance, Legal and Marketing. The Service Management Suite v2 Fulfiller subscription price equals the previous Facilities SA Fulfiller price. The renewal uplift is applied to reach the go-forward Fulfiller price for the Service Management Suite v2 SKU. Note: although there is a substantial entitlement increase by migrating from Facilities SA to 'Service Management Suite v2', this migration is preferred to carrying over the legacy Facilities SA SKU with the renewing the contract.

2.13 Field Service Automation

Field SA Fulfillers will be migrated to the Service Management Suite v2, which contains the seven core ITIL "IT Service Management" applications as well as additional service management application entitlements beyond Field SA: Facilities, Finance, Legal and Marketing. The Service Management Suite v2 Fulfiller subscription price equals the previous Field SA Fulfiller price. The renewal uplift is applied to reach the go-forward Fulfiller price for the Service Management Suite v2 SKU. Note: although there is a substantial entitlement increase by migrating from Field SA to 'Service Management Suite v2', this migration is preferred to carrying over the legacy Field SA SKU with the renewing the contract.

2.14 ITSA Single App

This package provided the ability to purchase a single application from the ITSA Suite. There is no clear migration for these customers; therefore they may renew Fulfillers and Requesters at their existing SKUs and price plus uplift, if applicable. Customers may renew by 'upgrading' to one of the new packages. However, this transaction is treated as a new contract. There is no upgrade SKU. A new contract with new SKUs would also remove the need for Requester licensing. Go forward Fulfiller pricing should incorporate any previous Requester charges.

2.15 ITSA Two App

This package provided the ability to purchase two applications from the ITSA Suite. There is no clear migration for these customers; therefore they may renew Fulfillers and Requesters at their existing SKUs and price plus uplift, if applicable. Customers may renew by 'upgrading' to one of the new packages. However, this transaction is treated as a new contract. There is no upgrade SKU. A new contract with new SKUs would also remove the need for Requester licensing. Go forward Fulfiller pricing should incorporate any previous Requester charges.

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2.16 CreateNow Single App (with or without Requesters)

Single app customers do not immediately upgrade given the difference in price and capability between this SKU and the go-forward SKU. The default action is to renew the Single App Fulfillers and Requesters. Another option is to uplift $10/Fulfiller to 'upgrade' to Platform Runtime. There is no specific 'uplift' SKU, but rather the $35 Platform Runtime SKU is used when 'upgrading'. Additionally, paid Requesters are applied toward the go-forward Fulfiller price. Finally, the renewal uplift is applied to reach go-forward Fulfiller price.

2.17 CreateNow Development Suite (Unlimited Applications)

Fulfillers are renewed with the Platform Runtime SKU, which provides equivalent unlimited custom app production deployment use rights at their existing Fulfiller rate plus uplift if applicable. Additionally, paid Requesters are applied toward the go-forward Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price.

2.18 Service Automation Platform

This package was equivalent to CreateNow Development Suite (Unlimited Applications) and is handled in the same manner. Process users are renewed with the Platform Runtime SKU, which provides equivalent custom app production deployment use rights at their existing Fulfiller rate plus uplift if applicable. Additionally, paid Requesters are applied toward the go-forward Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price.

2.19 Service Automation Platform (Single App)

This package was equivalent to CreateNow Single App and is handled in the same manner. Single app customers do not immediately upgrade given the difference in price and capability between this SKU and the go-forward Platform Runtime SKU. The default action is to renew the Single App Process Users and End Users. Another option is to uplift $25/Fulfiller to 'upgrade' to Platform Runtime. There is no specific 'uplift' SKU, but rather the new $35 SKU is used when 'upgrading'. Additionally, paid Requesters are applied toward the go-forward Fulfiller price. Finally, the renewal uplift is applied to reach the go-forward Fulfiller price.

2.20 Renewals from Fulfiller/Process User Model to All User Model

In many cases, a renewing customer may want the flexibility to enable their enterprise to deploy globally without the overhead of tracking individual application user types. In this case, the following must be done:

- Engage the region Deals Desk to propose an All User pricing model comprised of (1) SKUs the customer is interested in deploying enterprise wide and (2) SKUs (if any) which would continue to use the Fulfiller Model.
- This structure likely will not match what is currently on their Fulfiller-based order form. For example, an ITSAA Suite customer may want to subscribe to the All User Model Service

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Management Suite v2 SKU while wishing to stay with the Fulfiller Model for their Former Project Portfolio Suite applications along with their Governance, Risk and Compliance Suite.

- The initial proposal through final pricing must be worked with the region Deals Desk to determine appropriate pricing, which will likely be substantially different from the existing contract.

2.21 Migrating Standard User Types

The majority of legacy contracts have only one user type: Fulfiller Users (also referred to as Process Users). Customers that purchased after Q2 2013 also may have Requester Users (also referred to as End Users). In either case, these are considered standard user types. The next section describes how to convert standard user types. All other user types will follow in the subsequent section of this document.

Note: At renewal, the primary goal is retain the customer and apply the renewal uplift.

2.22 Migrating Fulfiller Users, Process Users, Requesters, and End Users

When renewing the contract, Process Users or Fulfillers Users map directly to Fulfillers. End Users or Requesters are not a part of the go-forward pricing model however the value that was exchanged with the customer has not changed. Therefore the Requester subscription price is transferred to the Fulfiller price as follows:

1. Remove Requesters from the order form.
2. Combine the Requester price to the total Fulfiller price and divide by the total number of Fulfillers to get the new Fulfiller price.
3. Apply the renewal uplift to the new Fulfiller price. This is the targeted conversion price.
4. Place the new Fulfiller price on the order form.

2.23 Migrating Approvers

For contracts where Approver users exist and were not included for free, the renewal process is as follows:

- Apply the renewal uplift to the existing Approver User price. This is the conversion price to use on the renewal order form.

There are a number of exception scenarios involving Approver users that are important to note:

- An unlimited number of Approver users cannot renew without ServiceNow SVP Sales and ServiceNow CFO approval. The total number of Approvers must be defined as part of the renewal.
- If the current Approver user price is free, the existing number of Approver users is the cap for the number of free Approver users. Additional Approvers can only be given away with ServiceNow SVP Sales approval. Otherwise, do the following:

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- On the order form, cap the number of free Approver users to the existing number granted in the contract.
- If the number was unlimited, convert to a defined number that is agreed upon with the customer.
- All new Approver users are to be sold based on the $25 list price. Another correction that needs to be addressed with Approver users is to align the contracted definition of Approver user rights. Historically, Approver users were sold with a number of variations as compared to the new definition. As part of renewals, customer contracts must be aligned to the new Approver user definition. How to handle migration to new contract terms is at the sales team's discretion. In a number of contracts, the existing use rights do not match the current language, but the intended use rights match. In those cases, and in an effort to minimize friction, new usage terms do not have to be introduced.

- Effective Dec 2015, the Geneva Order Form user table matrix removed Requester User rights to approve via email. Users of customers that sign with ServiceNow with Geneva pricing and using the Geneva Order Form template require either Approver or Fulfiller use rights to provide approvals, whether via email or via the web interface on a laptop, smartphone, or tablet.

  Customers that have executed Order Forms prior to the Geneva Order Form template (i.e., Eureka, Fuji) have user table matrices where "approval via email" is an included right for Requesters. When these customers are adding capacity to their existing contract, Sales may select the previous Order Form template in SURF to streamline the upsell process. As customers purchase additional products or renew their contract, the latest order form template (Geneva) is required. With this change, a conversation needs to be initiated by Sales with the customer explaining this transition of Requester email approval rights to Approver and Fulfiller use rights only.

  Existing contracts may grandfather customers that have Requesters approving via email by blending the number of Requesters into Approver use rights while keeping the annual contract value the same (with applicable renewal increases applied). After the initial process of grandfathering these Requesters, Approver use right purchases will be required as the customer expands their user based. Future platform features will enable ServiceNow to audit the customers' users and approval actions.

2.24 Migrating Custom User Types

Less than 10% of contracts have user types that have been defined ad hoc, meaning in a manner that is not sustainable or enforceable by ServiceNow. While we are not allowing these user types for new customers, it is important to respect the rights granted to customers where these concessions were previously made. Often these customers have a mixture of standard and custom user types. In any scenario where a custom user type is listed on a contract, the process for renewal is as follows:

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- Sales teams are to perform the same assessment to determine migration entitlement based on the renewal table shown previously.
- Process Users are mapped to Fulfillers.
- End Users subscriptions are removed and the price is added to Process Users to get the new Fulfiller price.
- All custom user types are specified in the additional notes section of the order form.
- All custom users map to the same custom SKU on the order form.
- Any special language (like contractually committing to never charging for a specific user type) requires Deals Desk and ServiceNow SVP Sales approval.

Note: All contractual language changes around custom users and whether these custom user types are still available after renewal are based on sales team account planning. The company is enforcing standard user types going forward, but for legacy customers it is recognized that user migrations may not make sense. The sales teams are asked to work with the regional deals desks to come to a decision that is best for the customer and for ServiceNow.

For all contracts with custom users, at the time of renewal the contract needs to be submitted to orders@servicenow.com so that the account can be correctly tracked going forward.

2.25 Upselling Service Strategy (formerly Project Portfolio Suite) and Governance, Risk and Compliance Users After Migrating to ITSA Unlimited SKUs

If a customer is interested in adding additional Service Strategy and/or Governance, Risk and Compliance Users specific to those suites during the migration process, their current legacy edition user count and pricing plus uplift would be rolled over to the new contract associated with the ITSA Unlimited SKU. Separate Service Strategy Worker and Planner SKUs and/or Governance, Risk and Compliance SKUs would then be added for the incremental suite users. Pricing for those SKUs may be different from the ITSA Unlimited net Fulfiller price. For example: additional “Service Strategy - Workers” might be priced lower than the ITSA Unlimited net Fulfiller price because of their limited entitlement for the 5 former Project Portfolio Suite applications while “Service Strategy - Planners” might be priced higher because their entitlement includes a 6th application: Financial Planning.

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3 Project Portfolio Suite + Financial Management → Service Strategy - Worker, Planner, Analyst

3.1 Service Strategy Objectives For Worker, Planner, Analyst Structure

ServiceNow decommissioned both the Project Portfolio Suite (PPS) and Financial Management (FM) offers in favor of Service Strategy – Worker, Planner and Analyst suites to break down the barriers that exist in the Project Portfolio Management, Application Lifecycle Management, and IT Financial Management markets. Additionally, the Service Strategy family of offers highlights ServiceNow's differentiation from vendors like CA and Apptio who only offer portions of Service Strategy.

See the visual below mapping the application entitlements for the former PPS and FM offers to the three new Service Strategy offers.

● = Full Access ● = Limited / Individual Access ○ = No Access

Product	Service Strategy – Worker [Individual Access] ($30/month)	Service Strategy – Planner [Full Access] ($75/month)	Service Strategy – Analyst ($1,250/month)
Demand	●	●	●
Resource	●	●	●
Project Portfolio	●	●	●
~~SDLC~~ Agile Development	●	●	●
Test	●	●	●
Financial Planning	○	●	●
Cost Transparency	○	○	●

Legacy PPS ($75 / Fulfiller) SKU

Legacy FM ($1,250 / Fulfiller) SKU

Note: "Service Strategy – Worker" has "limited" use rights for the Demand, Resource, Project Portfolio, Agile Development and Test applications where they are granted the rights for Requester User. In addition, they are also granted rights to track and submit time sheets as well as create and modify work items that relate to the aforementioned five applications.

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3.2 Project Portfolio Suite → Service Strategy - Planner Options

Rather than forcing a re-mapping of existing PPS Fulfillers, the PPS SKU can be carried over upon contract renewal. It may make sense to carry over existing PPS Fulfillers depending on their existing contract net price vs. how many SS-Planners are wanted. SS-Planners include a 6th application entitlement with the $75 list price (Financial Planning - new with Geneva and included in the $1,250 FM SKU). As a result, a higher net price may be appropriate for the SS-Planners over the existing PPS Fulfiller next price.

Project Portfolio Suite Fulfiller Users may be converted to the new "Service Strategy - Planner" (SS-Planner) and the lower entitlement "Service Strategy - Worker" (SS-Worker) SKU's. Since only the equivalent of the $75 / month SS-Planner was available with Project Portfolio Suite, it is likely that customers will want a combination of both SS-Planners and SS-Workers to match how they execute projects. For each SS-Planner, there might be between 3 to 5 SS-Workers.

Deal Desks and SOPS Renewals are there to assist with these renewal structure decisions.

3.3 ITSA Unlimited Renewals and Addition of Service Strategy - Workers

With a legacy suite renewal or migration to an ITSA Unlimited SKU, additional $30 SS-Worker SKU purchases may also be requested. SS-Workers cannot create their own project tasks to work on, so at least one SS-Planner SKU must be grandfathered into the renewing contract at the ITSA Unlimited Fulfiller net price

3.4 Financial Management → Service Strategy - Analyst Options

Financial Management SKUs to not need to be migrated to Service Strategy - Analyst SKUs upon renewal as the Financial Management SKUs contain both the Cost Transparency and Financial Planning applications. However, it can make sense to convert since the Service Strategy - Analyst SKUs also contain full use rights to the 5 original PPS applications. In either case, the renewal price would be subject to the standard renewal uplift.

For additional details on Service Strategy Worker, Planner and Analyst usage rights and roles, please refer to the ServiceNow Service Strategy Roles and Use Rights spreadsheet.

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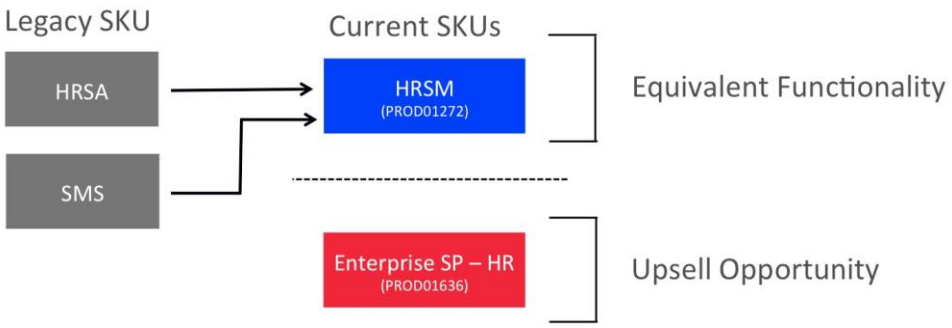
4 Service Management Suite → HR Service Management + Service Management Suite v2

4.1 HR Service Management Renewal Options

Migrations to the HR Service Management SKU are required at renewal for customers with legacy HR Service Automation, Service Management Suite, Service Management Suite With CreateNow, and Service Management Suite With Platform Runtime SKUs. The intent is to keep total ACV constant – subject to any applicable standard renewal uplifts -- when migrating to separate HR Service Management and Service Management Suite v2 offers.

Also, customers will not be able to take advantage of the "Enterprise Service Portal – HR" $0 promotion without migrating to the separate HR Service Management SKU.

Customers who utilize HR functions on a legacy custom SKU may be required to uplift to the new SKU per sales management and deal desk discretion.



4.2 HR Service Automation Migration and True Up

HR SA Fulfillers will be migrated to the HR Service Management "Per-Employee-Per-Month" Unrestricted User SKU. The HR Service Management Unrestricted User subscription total net $ACV will equal the previous HR SA total net $ACV plus the applicable renewal uplift to reach the go-forward total net $ACV for the HR Service Management SKU. Some older customer agreements contain HR Service Automation where both HR Fulfillers and HR Requesters are included with prices. Add the HR SA Requester $ACV to the HR SA Fulfiller $ACV. Then apply the applicable renewal uplift to that total to reach the go-forward HR Service Management net $ACV. Divide that figure by 12 months and then by the total employee / user count being supported by the HR Service Management deployment to obtain the $ per Unrestricted User per month to be reflected on the Order Form. Then add the "Enterprise Service Portal - HR" $0 promotion SKU to the Order Form reflecting the same Unrestricted User count.

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For the above HR SA Fulfiller migration to the HRSM "Per-Employee-Per-Month" All User pricing model, a determination must be made about (1) the customer employee count being supported by the HRSM implementation, and (2) the associated HRSM - Unrestricted User count to be reflected on the Order Form.

(1) HRSM PEPM Employee Count - For HRSM, all active standard employees are included in the initial PEPM count. The following employee types are excluded from the calculation: Part Time, Applicants, New Hires, Contingent, and Alumni. HRSM PEPM pricing only applies for the scope of the ServiceNow HRSM deployment, which may be a subset of the total customer employee count to allow for phased implementations (and upsell). Typical subsets could be: (a) by geography (e.g., employees in India), (b) by organization (e.g., employees in Company A), or (c) by user community (e.g., only managers).

The supported employee counts should be validated with the customer during migration. For a public company, the employee count is available with their Form 10-K filing or other public record sources. Alternatively, a company "C-Level" executive can provide written certification of their number of employees. For any scope less than the full enterprise, the deployment scope must be noted in the Order Form.

(2) HRSM Order Form - Unrestricted User Count - While the HRSM selling model emphasizes PEPM pricing to determine implementation scope, Unrestricted User counts will be reflected on ServiceNow HRSM quotes and Order Forms. "Unrestricted Users" are defined as all users in the instance with active usernames and passwords who have logged in at least once in the past 365 days, including both employees and contractors. For HRSM implementations where all employees are HRSM users, the Unrestricted User count will be a close proxy for the Per-Employee-Per-Model model count. For HRSM PEPM implementations supporting a subset of a customer's employees, the Unrestricted User count reflected on the Order Form may differ substantially from the actual Customer 360 reported user count. Additional HR-specific role monitoring and usage reporting will be required until the next release to support accurate compliance reporting.

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4.3 Service Management Suite Migration and True Up

Service Management Suite - Fulfiller User customer contract ACV will be split between Service Management Suite v2 - Fulfiller Users and HR Service Management - Unrestricted Users. The split will be a function of whether or not the customer has been using their HRSM entitlement.

(1) SMS Customers using HRSM for their full employee population: Honor existing Fulfiller-based contract pricing and convert to HRSM - Unrestricted User SKU maintaining $ACV. Example (ignoring renewal uplift) of customer with 5,000 employees and 200 SMS Fulfillers @ $100/mo. = $240,000 ACV.

- Step 1: Review usage report to determine count of Fulfillers providing HR Service Management support vs. other products in the SMS suite. For this example, 100 of the 200 Fulfillers are supporting HR Service Management.

- Step 2: Calculate per employee pricing to maintain ACV based on the HRSM Fulfillers.
  - 100 HRSM / 200 SMS x $240,000 ACV = $120,000 ACV allocated to HRSM.
  - $120,000 HRSM ACV / 5,000 employees supported / 12 months = $2.00 per employee per month to maintain ACV.

- Step 3: Migrate HRSM Fulfillers to HRSM Unrestricted User SKU on the Order Form.
  - Reduce SMSv2 Fulfiller count to remove Fulfillers allocated to HRSM
    - SMSv2 - Fulfillers SKU = 100 Fulfillers at $100 / mo. = $120,000 ACV.
  - HRSM - Unrestricted User SKU = 5,000 Unrestricted Users at $2.00 / mo. = $120,000 ACV.
  - On the Order Form, document the number of employees supported, HRSM scope specifics, and HR roles to be used for usage analytics and reporting.

(2) SMS Customers using HRSM for a partial employee population: Same guidance as above, but only license the in-scope employee count (e.g., North America, Organization A, etc.)

(3) SMS Customer not using their HRSM entitlement: ServiceNow will honor the contract pricing when Customer requests additional Fulfiller use rights for the purpose of implementing HRSM. The guidance is the same as above for Fulfiller to Unrestricted User conversion, with the exception that the SMS / HRSM mix allocation discussion is not required for the new HRSM additions

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5. ITOM Upsell and Renewal Policy

5.1 Upsells of ITOM Products

Customers with any ITOM product SKUs prior to Geneva may add additional quantities to those contracts until contract renewal. Note that tiered pricing for all node based SKUs has been retired with Geneva.

- **Upselling to current Discovery customers**

  Discovery customers can add additional servers or devices if they have licensed according to the legacy **Discovery Server** or **Discovery Device** SKUs until contract renewal. However, if the customer would like to apply their investment in Discovery towards the purchase of a ServiceWatch bundle, they will need to convert to the **Discovery Node** Geneva SKU.

  Discovery Server and **Discovery Device** licenses are not compatible with **ServiceWatch Mapping**, **ServiceWatch Insight** or **ServiceWatch Suite**. See the sections below on upgrading to the ServiceWatch bundles to customers with Discovery licenses.

- **Upselling to current Event Management customers**

  All license SKUs for **Event Management** are node based. Customers with **Event Management** and do not currently subscribe to any ServiceWatch application can upgrade to **ServiceWatch Insight** or **ServiceWatch Suite** bundles by applying their ACV toward the purchase for as many nodes as they have licensed as described below.

- **Upselling to current ServiceWatch customers**

  Existing ServiceWatch customers should migrate to **ServiceWatch Insight** as soon as possible. ServiceWatch customer who purchased before Geneva are entitled to **Service Mapping** and **Event Management** in Geneva. Account Teams may entitle customers to ServiceWatch Insight at no additional cost. However, Account Teams may decide to charge up to $2/node to migrate the customer to ServiceWatch Insight.

- **Upselling to current Orchestration customers**

  Existing Orchestration Customers may have one of a number of legacy SKUs. They may add additional quantity to SKUs that are server, node, or activity pack based. However, it is strongly recommended that Orchestration customers on a license model other than node based migrate to Geneva Orchestration Core to greatly simplify the license agreement and add additional capability. A "✔" in the table means that the products listed across the horizontal axis may be sold to customers who subscribe to applications along the vertical axis. If the cell is blank then a contract migration must be executed prior to upsell. "Replace" means the legacy SKU must be replaced to upsell the new SKU.

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Legacy Orchestration Package	Upsell					
	Additional (Runbook) Servers	*Additional Activity Packs*	*Fuji Tier-Priced Orchestration Core (Nodes)*	*Tier-Priced Orchestration Core (with 10K PW Reset users) (Nodes)*	*Geneva Orchestration Core (Nodes)*	*Geneva Service Watch Suite*
Orchestration (Runbook) - Servers	✔				Replace	Replace
Orchestration Core - Application		✔			Replace	Replace
Orchestration Activity Packs (Custom, EC2, VMware)		✔			Replace	Replace
Orch Activity Packs - Amazon EC2		✔			Replace	Replace
Orch Activity Packs - VMware vSphere		✔			Replace	Replace
Orchestration Core – any Domain Fee (Activity Pack, Domain or VMware)					Replace	Replace
Orchestration Configuration Automation (Devices or Nodes)					Replace	Replace
Fuji Tier-Priced Orch Core - Nodes			✔		Replace	Replace
Tier-Priced Orchestration Core (with 10K PW Reset users) (Nodes)				✔	Replace	Replace

- **Upselling to current Cloud Provisioning customers**

  Existing Cloud Provisioning Application Customers can purchase additional nodes or Suites that they do not currently subscribe to. Existing Cloud Provisioning per node customers can add additional nodes to their current subscription. The node-based licenses include all Cloud activity packs.

Legacy Package	Upsell				
	Orch Cloud Prov – Suite (EC2 or VMware)	*Orch Cloud Provisioning App -Nodes*	*Tier-Priced Cloud Provisioning (Nodes)*	*Geneva Cloud Management (Nodes)*	*Geneva ServiceWatch Suite*
Orch Cloud Provisioning - Application	✔			Replace	Replace
Orch Cloud Provisioning - Suite (EC2 or VMware)	✔			Replace	Replace
Orch Cloud Provisioning App - Node		✔		Replace	Replace
Tier-Priced Cloud Provisioning (Nodes)			✔	Replace	Replace
Orch Activity Packs (EC2, VMware)				Replace	Replace

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- **Upselling to current Password Reset Application customers**

  Current Password Reset Application Customers on the "Credential" SKU can be converted to the current "User" SKU at no charge. Each Credential is granted one User license. Customers with the "User" SKU can continue to add users. Note that converting to the current Geneva Orchestration Core SKU will grant 10,000 users of Password Reset entitlement.

- **Upgrading to ServiceWatch Mapping**

  ServiceWatch Mapping adds Service Mapping to Discovery. Discovery license should be converted to nodes and credited and replaced with ServiceWatch Mapping. If you need assistance with the conversion, please ask your ServiceNow Partner Account Manager.

- **Upgrading to ServiceWatch Insight**

  ServiceWatch Insight adds Event Management to ServiceWatch Mapping. Discovery license should be converted to nodes and credited and replaced with ServiceWatch Insight.

  Event Management nodes can also be applied to a ServiceWatch Insight upgrade. If the customer has:

  - Fewer Event management Nodes than ServiceWatch Insight nodes purchased: all Event Management ACV is applied and no Event Management SKU will remain on the Order Form.

  - More event management nodes than ServiceWatch Insight nodes purchased: the ACV for portion of Event Management up to the ServiceWatch Insight node count is applied to the ServiceWatch Insight node count. The remaining Event Management nodes will be added to the Order Form.

- **Upgrading to ServiceWatch Suite**

  When upgrading to the ServiceWatch Suite, all ITOM ACV is applied to the purchase. The number of nodes of ServiceWatch Suite must exceed all other ITOM node based license node counts. If you have questions on how to determine how much Discovery should be credited and replaced with ServiceWatch Suite, please ask your ServiceNow Partner Account Manager.

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5.2 Renewals for ITOM Products

The following table defines how the legacy ITOM offers migrate to go-forward Geneva SKUs and the action to be taken:

Legacy Package	ITOM Application – Go-Forward Geneva SKU						Action To Be Taken	
	Discovery (Nodes)	*Event Management (Nodes)*	*Service Watch Insight (Nodes)*	*Orch Core (w/10,000 PWR Users + 1,000 CSD client nodes) (Nodes)*	*Cloud Management (Nodes)*	*Service Watch Suite (Nodes)*	*Migrate at Renewal to Geneva SKU*	*Option For SKU Carryover at Contract Renewal*
Discovery Application - Servers	✔					✔	✔	
Discovery Application - Devices	✔					✔	✔	
Orch Event Mgmt Application - Node		✔					✔	
ServiceWatch – Node (or legacy Neebula)			✔					
Orchestration (Runbook) - Servers				✔			✔	
Fuji Tier-Priced Orch Core - Nodes				✔			✔	Grandfather for Special Cases
Orchestration Core - Application				✔			✔	
Orchestration Activity Packs - Custom				✔			✔	
Orch Activity Packs - Amazon EC2 or VMware vSphere				✔	✔		✔	
Orchestration Core Domain Fee – Domain or VMware				✔			✔	
Orch Config Auto Application - Devices or Nodes				✔			✔	
Orch Password Reset App - Credential				Core Required			✔	
Orch Password Reset App - User				Core Required				✔
Orch Cloud Provisioning - Application				Core Required	✔		✔	
Orch Cloud Prov - Suite (Amazon EC2 or VMWare vSphere)				Core Required	✔		✔	
IT Operations Management Suite						Must add Discovery	✔	
Service Operations Suite						✔	✔	

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5.3 Orchestration Core / Runbook Automation

Prior to the Calgary release (June 2013), Orchestration was historically sold as Runbook Automation (RBA), now referred to as "Orchestration (Runbook) Application – Servers". RBA was priced at $9 per virtual or physical server per month, which entitled the customer to unlimited usage rights to all RBA capabilities on the subscribed servers. Future ServiceNow-built Activity Packs and all Orchestration Applications are not included in the RBA entitlement. Complete Orchestration Core subscription details can be found in the ServiceNow Pricing Policy document.

Existing RBA customers are allowed to continue to purchase additional capacity of RBA. If the customer wants to take advantage of any Orchestration Application (for example, Cloud Management, Password Reset or Client Software Distribution) or a future ServiceNow-built Activity Pack, they must first convert the contract from RBA to Geneva Orchestration Core per-node pricing. Contracts are converted in the following manner:

- All renewing RBA customers are entitled to current Orchestration Core features based on current license ACV plus a 7% renewal uplift.
- All renewing Orchestration Core Application subscriptions and Orchestration Custom Activity Pack subscriptions are entitled to a minimum of 250 nodes of Orchestration Core per-node based on current license ACV plus a 7% renewal uplift.
- All renewing Orchestration VMware Activity Pack or Amazon EC2 Activity Pack customers can apply their license toward either Orchestration Core or Cloud Management based on current license ACV plus a 7% renewal uplift.
- All renewing MSP customers with Orchestration Activity Pack Domain Fee subscriptions are entitled to a minimum of 250 nodes of Orchestration Core per-node based on current license ACV plus a 7% renewal uplift.
- All renewing Orchestration Configuration Automation Application subscriptions are entitled to a minimum of 250 nodes of Orchestration Core per-node based on current license ACV plus a 7% renewal uplift.
- All renewing Password Reset Application subscriptions up to 10,000 Users are entitled to a minimum of 250 nodes of Orchestration Core per-node based on current license ACV plus a 7% renewal uplift. Additional Password Reset Users over 10,000 will be renewed at their current net user price plus applicable renewal uplift.

5.4 Orchestration Core Features

As a part of converting to the Geneva Orchestration Core subscription model, the customer will be entitled to the following Orchestration applications and activity packs:

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- Unlimited use of Orchestration Basic, Active Directory, Exchange, PowerShell, F5, Infoblox, SFTP and SSH Orchestration Activities.
- Unlimited development and use of custom orchestration activities that are built and maintained by the customer.
- Password Reset application: Enables users to automate the management of user credentials. While designed out of the box to address Active Directory, it can address any credential store. Customers are entitled to 10,000 Password Reset Users. Additional users may be purchased if needed.
- Client Software Distribution Application - Allows administrators to distribute software from the service catalog using third party management systems. 1,000 client nodes are included with Orchestration Core. Additional client node licenses are available separately. For subscription purposes, Client Software Distribution is licensed by the total number of client nodes. A Client Node is a physical or virtual computing device with which Client Software Distribution interacts.
- Configuration Automation: Provides ServiceNow-defined change and configuration control over datacenter infrastructure that is being managed through PuppetLabs or Chef configuration management.

All Runbook customers must be migrated to Orchestration Core as part of the renewal process. Customers can convert to the new Orchestration Core per-node subscription model before renewal if desired. Orchestration Core is sold based on the number of nodes in a customer's environment. A node, as with our other node-based options, is defined as a physical or virtual server. To determine the number of nodes required, the customer must first identify the environment they wish to orchestrate and then count the nodes. A subset of nodes licensed for Orchestration Core could include production nodes or a specific business unit. Customers must initially purchase a minimum of 250 nodes.

- $6/node/month – A node is any physical or virtual server that Orchestration interacts with (directly or indirectly) using Graphical Workflow.

The following Orchestration SKUs were end-of-life for new sales effective March 3, 2015:

- Orchestration (Runbook) Application - Servers
- Orchestration Core + 10 Custom Activity Packs
- Orchestration Activity Packs - 10-Pack Custom
- Orchestration Activity Packs - 200-Pack Custom
- Orchestration Activity Packs - VMware vSphere
- Orchestration Activity Packs - Amazon EC2
- Orchestration Configuration Automation Application - Devices
- Orchestration Core Domain Fee - Domain
- Orchestration Activity Packs Domain Fee - 10-Pack Custom Domain

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- Orchestration Activity Packs Domain Fee - 200-Pack Custom Domain
- Orchestration Activity Packs Domain Fee - VMware vSphere Domain
- Orchestration Activity Packs Domain Fee - Amazon EC2 Domain
- Orchestration Configuration Automation Application - Node

The following Orchestration SKUs are end-of-life for new sales effective August 10, 2015:

- Orchestration Core - Tier 1 (Up to 1,999 Nodes)
- Orchestration Core - Tier 2 (Up to 4,999 Nodes)
- Orchestration Core - Tier 3 (5,000 Nodes and Above)

The following Orchestration SKUs are end-of-life for new sales effective December 8, 2015:

- Orchestration Core (10,000 Password Reset Users Included) - Tier 1 (Up To 1999 Nodes)
- Orchestration Core (10,000 Password Reset Users Included) - Tier 2 (Up To 4999 Nodes)
- Orchestration Core (10,000 Password Reset Users Included) - Tier 3 (5000 Nodes and Above)

5.5 Password Reset

All renewing Password Reset Application subscriptions that do not have an Orchestration Core license that includes 10,000 password reset users will have the current Password ACV for their first 10,000 Users rolled into the ACV for their Orchestration Core use rights plus applicable renewal uplift. If the total Password User count is less than 10,000, then the full Password ACV will be added to the Orchestration Core SKU and the Password Reset SKU will no longer be called out as a separate contract line item upon renewal.

Additional Password Reset users over 10,000 will be renewed at their current net user price plus applicable renewal uplift. The Password Reset User quantity in the contract will only reflect the incremental users over 10,000.

5.6 Cloud Management / Cloud Provisioning

The pricing model for Cloud Management (previously Cloud Provisioning) has changed with the Geneva release from a tiered node-based model (established with Fuji) to a single SKU for the node-based model. Prior to June 2014, Cloud Management was subscribed as an application with catalog items, suites and domain fees. A customer with this subscription model is allowed to continue to purchase using their existing terms until renewal. A conversion to the new node based model is allowed before renewal. Upon renewal, all application, catalog item, suite and domain subscriptions must be converted to the current node-based subscription model. Contracts are converted in the following manner:

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- All renewing Cloud Provisioning customers are entitled to Cloud Management per-node features.
- All renewing Cloud Provisioning application, catalog item, suite and domain subscriptions are entitled to a minimum of 250 nodes of Cloud Management per-node based on current license ACV plus a 7% renewal uplift.
- All renewing Cloud Provisioning node based subscriptions are entitled to the corresponding number of nodes using current pricing based on customer ACV plus a 7% renewal uplift.

Cloud Management is sold based on the number of nodes managed by the application. A node is a physical or virtual server managed by the Cloud Management application.

- Cloud Management includes:
- Cloud Provisioning application
- VMware vSphere activity pack
- Amazon EC2 activity pack
- Microsoft Azure activity pack

Customers must initially purchase a minimum of 250 nodes.

- $7/node/month – A Node is a public or private virtual server provisioned and/or managed by the Cloud Management application.

The following Cloud Provisioning SKUs were end-of-life for new sales effective March 3, 2015:

- Orchestration Cloud Provisioning - Application
- Orchestration Cloud Provisioning - Catalog Items 10-Pack
- Orchestration Cloud Provisioning - Suite (Amazon EC2)
- Orchestration Cloud Provisioning - Suite (VMware vSphere)
- Orchestration Cloud Provisioning Application – Node ($15/node)
- Orchestration Cloud Provisioning Domain Fee - Application Domain
- Orchestration Cloud Provisioning Domain Fee - Catalog Items 10-Pack Domain
- Orchestration Cloud Provisioning Domain Fee - Suite Domain

The following Cloud Provisioning SKUs were end-of-life for new sales effective December 8, 2015:

- Cloud Provisioning - Tier 1 (Up To 1999 Nodes)
- Cloud Provisioning - Tier 2 (Up To 4999 Nodes)
- Cloud Provisioning - Tier 3 (5000 Nodes and Above)

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5.7 Event Management

The pricing model for Event Management has changed with the Geneva release from a tiered node-based model (established with Fuji) to a single SKU for the node-based model. A customer with a previous subscription model is allowed to continue to purchase using their existing terms until renewal. Contracts are converted in the following manner:

- All renewing Event Management customers are entitled to Event Management per-node features.
- All renewing Event Management node-based subscriptions are entitled to the corresponding number of nodes using current pricing based on customer ACV plus a 7% renewal uplift.

Customers must initially purchase a minimum of 250 nodes.

- $7/node/month –A Node is a physical or virtual server for which events can be reported on (directly or indirectly) to the Event Management application.

5.8 Discovery

Discovery is subscribed on a per **node** subscription. Prior to Geneva, Discovery was subscribed per **device** per month (and prior to February 2013 by physical **server**). A customer with the **server**-based or **device**-based subscription is allowed to continue to purchase using their existing terms until renewal. A conversion to the **node**-based subscription model is allowed before renewal. Upon renewal, all server-based subscriptions must be converted to the **node**-based subscription model.

The Discovery subscription is based on the subscribed Configuration Items (CIs) it discovers. Specifically, it is subscribed based on physical or virtual servers discovered. Nodes discovered by Discovery are considered to be discovered by ServiceNow when a configuration item (CI) is created for it in the ServiceNow CMDB.

Customers must initially purchase a minimum of 250 nodes.

- $6/node/month – 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).

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5.9 ServiceWatch Renewals and Upsells for Existing Customers

5.9.1 Renewal Policy

Existing ServiceWatch customers must renew using the Geneva ServiceWatch Insight SKU. Existing Discovery license is consumed during the migration. Existing Event Management license is not affected by a migration to ServiceWatch Insight.

A renewal to the **ServiceWatch Insight** SKU is required before a customer migrates their legacy ServiceWatch 3.6 product to a production Geneva instance.

5.9.2 Upsell of additional nodes Policy

If prior to a renewal, an existing customer wishes to purchase additional ServiceWatch nodes, they may do so provided that they have not migrated to a production Geneva instance.

5.9.3 Upsell of ServiceWatch Policy

For existing ServiceNow customers, they may add new **ServiceWatch Mapping**, **ServiceWatch Insight** or **ServiceWatch Suite** packages to their contract at any time. If they are existing Discovery or Event Management customers, see the relevant section of this document.

If they are not current customers, simply add the requested SKU to their contract.

- **Customers unable to upgrade to Geneva may purchase Legacy ServiceWatch 3.6**

If the customer is not able to migrate at least one of their ServiceNow instances to Geneva, they will not be able to use the Geneva ServiceWatch bundles (**ServiceWatch Mapping**, **ServiceWatch Insight** or **ServiceWatch Suite**). If a customer is unable to upgrade one of their existing instances to Geneva, it is recommended they subscribe to an additional sub-production instance running a minimum of Geneva. The customer can begin deploying immediately and migrate to their production instance when it upgrades to Geneva.

Before a customer with **ServiceWatch 3.6 (legacy version)** upgrades their production instance to Geneva, they will need to sign a $0 Order Form to credit and replace all nodes with **ServiceWatch Insight**.

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6 Performance Analytics

At renewal, Fulfiller-based Performance Analytics customers are converted over to the 20% Net User ACV model. The go-forward price equals the price they are currently paying plus uplift if applicable.

If the existing Performance Analytics customer is adding users or additional subscription services with an upsell purchase or with their renewal, that additional investment will require having the appropriate Performance Analytics SKU be included with the upsell / renewal Order Form to capture the Performance Analytics additional capacity requirement.

With Helsinki, the Performance Analytics scope and set of offers expanded. Performance Analytics pricing and licensing is as follows:

For the standard Performance Analytics offer with Helsinki – "Performance Analytics – Enterprise" (PROD01627 SKU) -- pricing is equal to 20% of Account Total Net Subscription Product ACV. The "Performance Analytics – Enterprise" net price is calculated by totaling the net annual contract value of all Subscription Products for the customer instance, including:

(1) All the User-based ACV across the current application suites and legacy IT application suites, legacy shared services applications, and Platform Runtime; plus

(2) All ITOM node / server / device-based ACV; plus

(3) Any fixed module fee ACV as occurs with Security Operations as well as with some legacy ITOM offers that might be in the contract.

It is important to note that existing customers with Performance Analytics priced based only on net user ACV "Performance Analytics – Application" (PROD00535 SKU) are grandfathered and not subject to any incremental fees with these scope additions. The "Performance Analytics – Application" subscription product will still be offered and will continue to only count user-based Subscription Products in its Variable List Price rollup calculations.

With Helsinki, there are now a total of 14 Performance Analytics offerings following the 20% Net Subscription Product ACV model. Most are focused on subsets of subscription offers within specific suites and application families to enhance new business opportunities or to provide focused upsell and renewal opportunities.

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The complete SKU list is:

Product Code	Full Name
PROD00535	Performance Analytics - Application
PROD00856	Performance Analytics For Service Management Suite - Application
PROD00859	Performance Analytics For Service Management Suite With CreateNow - Application
PROD00861	Performance Analytics For IT Service Automation Suite - Application
PROD01166	Performance Analytics For Service Management Suite With Platform Runtime - Application
PROD01279	Performance Analytics For Service Management Suite v2 - Application
PROD01280	Performance Analytics For Service Management Suite v2 With Platform Runtime - Application
PROD01623	Performance Analytics For Security Operations - Application
PROD01624	Performance Analytics For Customer Service Management - Application
PROD01625	Performance Analytics For HR - Application
PROD01626	Performance Analytics For Platform Runtime - Application
PROD01627	Performance Analytics - Enterprise - Application
PROD01628	Performance Analytics For IT Operations Management - Application
PROD01629	Performance Analytics For Service Strategy - Application

For more information, please work with your ServiceNow Partner Account Manager.

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