

## RFP 230000010

### Attachment 13 ServiceNow Information

The State of Alaska subscribes to ServiceNow's SaaS/PaaS product and maintains a shared ServiceNow environment for all state agencies. This environment consists of the following instances hosted in ServiceNow's Government Community Cloud (GCC) hardened to FedRAMP High standards:

- AlaskaNow (Production)
- AlaskaTest (Non-production)
- AlaskaDev (Non-production)

The AlaskaNow and AlaskaTest instances are configured for Single Sign On (SSO) authentication with:

- State of Alaska (SOA) Federated Active Directory for internal users
- myAlaska for external users

The State of Alaska has the following ServiceNow subscriptions and entitlements:

<u>Product/Entitlement</u>	<u>Per User Licenses</u>
HR Service Delivery Enterprise	1200
Impact Advanced - Public Sector (US)	NA
ServiceNow AI Search Starter	NA
ServiceNow Agile Team - Module	NA
ServiceNow Business Stakeholder User v4	500
ServiceNow Employee Document Management – Application v2	NA
ServiceNow IntegrationHub Enterprise - Transactions	NA
ServiceNow IntegrationHub Starter - Transactions	NA
ServiceNow Instance - Government Data Center	NA
ServiceNow Public Sector Digital Services Professional With App Engine 100 - Fulfiller User	500

Note: The State of Alaska is not currently licensed for Field Services Management

# ServiceNow® Order Form - Product and Use Definitions

## USER TYPE DEFINITIONS

**"User"** means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

**"Approver User"** is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

**"Requester User"** is any User that performs only the functions set forth in the table below for a Requester User.

**"End User"** has the same use rights as **"Requester User."**

**"Fulfiller User"** is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

**"Process User"** has the same use rights as **"Fulfiller User."**

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

## CUSTOM TABLE CREATION AND INSTALLATION

The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product.

A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom

Table use rights are as set forth in the Custom Table Guide on <https://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](mailto:legal.request@servicenow.com).

SUBSCRIPTION PRODUCTS	
Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD15338 ServiceNow® AI Search Starter	<p>AI Search Starter includes entitlement to search and index up to 500,000 external Documents for a 12-month period (unused external Documents expire after a 12-month period).</p> <p>A Document is any item with a unique identifying field associated to it.</p> <p>Additional Document search and index capacity requires the purchase of an AI Search Document pack.</p>
PROD12492 ServiceNow® Agile Team	<p>Included Applications: Agile Development and Test Management</p> <p>All Users may use the above applications.</p>
PROD11370 ServiceNow® Employee Document Management	<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>
PROD17309 ServiceNow® Public Sector Digital Services Professional With App Engine 100	<p>Included Applications: Public Sector Digital Services Core; Customer Service Management; Communities; Engagement Messenger; Continual Improvement Management; DevOps Config; Proactive Customer Service Operations; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; Vendor Manager Workspace; DevOps Change Velocity; App Engine Studio; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Performance Analytics</p> <p>App Engine 100: Customer is granted the right to create or install up to 100 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Public Sector Digital Services Professional Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Each Fulfiller User purchased includes 2,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Performance Analytics, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Public Sector Digital Services Applications and App Engine 100 Custom Tables.</p> <p>The following Application(s) became available in the family release indicated:          Quebec - Engagement Messenger          San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly:DevOps and DevOps Insights); Public Sector Digital Services Core          Tokyo - Devops Config</p>

PROD16510 ServiceNow® Impact Advanced - Public Sector (US)	The Impact Advanced Package is subject to the Impact Advanced Package Description. If not attached to this Order Form, the Package Description is set forth on <a href="https://www.servicenow.com/upgrade-schedules.html">https://www.servicenow.com/upgrade-schedules.html</a> and is INCORPORATED HEREIN BY THIS REFERENCE.
PROD17800 ServiceNow® Business Stakeholder	<p>A Business Stakeholder User may approve requests by email that were routed to the User or via the Subscription Service and view all records within the Subscription Products to which the Customer is subscribed.</p> <p>Customers with a separately purchased IT Service Management Subscription product may provide Business Stakeholder Users with the right to update comments to incidents or requests on behalf of other Users.</p> <p>Customers with a separately purchased Customer Service Management, Financial Services Operations, Telecommunications Service Management, Public Sector Digital Services, Technology Provider Service Management or Healthcare &amp; Life Sciences Service Management Subscription product may provide Business Stakeholder Users with the right to create cases and update comments on behalf of their customers or service organizations. Customer may grant Business Stakeholder User rights to users that are either internal or external to Customer's organization.</p> <p>Customer is wholly responsible for Business Stakeholder Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such Users. Such Users will not have the right to take any legal action against ServiceNow under this Agreement or any ordering document.</p> <p>Customers with a separately purchased App Engine Subscription Product may provide Business Stakeholder Users with the right to create or update comments to records in an App Engine Custom Table.</p> <p>Use of Custom Tables with Business Stakeholder User rights requires: (i) use of the ServiceNow created approvals module; and (ii) creation of a read role on the Custom Table associated with the Business Stakeholder User role.</p>
PROD11415 ServiceNow® IntegrationHub Starter	<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 <a href="https://www.servicenow.com/upgrade-schedules.html">www.servicenow.com/upgrade-schedules.html</a> 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 <a href="mailto:legal.request@servicenow.com">legal.request@servicenow.com</a>.</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>
PROD00064 ServiceNow® Instance	Uplift fee for additional instance in ServiceNow's data center
PROD11482 ServiceNow® IntegrationHub Enterprise	<p>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).</p> <p>IntegrationHub Enterprise includes Protocols and Spokes as set forth in the IntegrationHub Overview on <a href="https://www.servicenow.com/upgrade-schedules.html">www.servicenow.com/upgrade-schedules.html</a> 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 <a href="mailto:legal.request@servicenow.com">legal.request@servicenow.com</a>.</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>

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