

Statement of Work for ServiceNow Services

This Statement of Work for <Insert Engagement Title> (“Statement of Work” or “SOW”), dated <MMM DD>, 2014, (the “Effective Date”) defines the scope of the Services and deliverables between CompuCom Systems, Inc., located at 8383 Dominion Pkwy, Plano, TX 75204 (“CompuCom”) and <insert Client Legal Name>, located at <insert address> (“Client”) and incorporates by reference the terms and conditions of the <insert Exact Name of master agreement> dated <insert effective date of master agreement> (“Agreement”) All initially-capitalized terms not defined in this SOW shall have the meanings ascribed to them in the Agreement.

1. Overview:

CompuCom has been engaged by Client to provide the following services: <insert a brief description of the overview>

Engagement Services: Deployment consulting and management services to implement the ServiceNow IT Service Management Suite on behalf of the Client.

A Project Manager and Technical Consultant(s) assigned to Client will follow CompuCom’s standard solution delivery methodology. The tasks associated with the implementation will be performed by Client assigned technical staff and CompuCom assigned resources. Roles and responsibilities for each of the defined common tasks are outlined in the sections below.

The CompuCom Standard Solution Delivery Methodology:

Phase 1	Assess:	Identify the business objectives.
Phase 2	Plan:	Develop procedures and tactical plans.
Phase 3	Design & Build:	Construct solutions or services.
Phase 4	Test:	Validate solution or services.
Phase 5	Implement:	Deliver solutions or services within Client’s organization.
Phase 6	Support:	Ongoing management of solutions or services.

Client has chosen to implement the ServiceNow IT Service Management Suite and wishes to maintain an “Out of the Box” configuration of the following applications: *Please adjust this statement as necessary depending on the deliverable*

Application	Description
Core	Foundation of ServiceNow platform.
* Service Desk / Incident Management	Record incidents, classify according to impact and urgency, assign to appropriate groups, escalate, and manage through to resolution and reporting. Leveraging the CompuCom GoLive Incident Accelerator as a base.
Employee Self Service	Provides supported end users a clean, simple front end to their IT support organization. Allows end users to log and track incidents and requests; view knowledge, order from service catalog, and view Service Offerings all utilizing a mobile friendly layout.
* Problem Management	Record problems, create knowledge from problems, request changes, assign to appropriate groups, escalate, and manage through to resolution and reporting. Leveraging the CompuCom GoLive Problem Accelerator as a base.
Knowledge Management	Store and make available information about common problems and issues in an effort to prevent future redundant incidents.
* Change Management	Create, access, approve and implement changes to Client environment.

	Leveraging the CompuCom GoLive Change Accelerator as a base.
Configuration Management Database 'Light'(CMDB)	Record configuration items, business services, and relationships.
Service Catalog/Request	Provides data storage and administration as well as a user front end for ordering goods and services
Asset Portfolio	Links to CMDB of all assets, hardware, software, assets in stock, as well as records for manufacturers and vendors.
Asset Management	Maintain information about contracts, including leases, service contracts, purchase orders, warranties, and software licenses.
IT Business Management	Suite of tools that aid in planning, organizing, and managing projects, tasks and resources.
Event Management	Dynamically creates alerts from infrastructure events generated by third party monitoring tools.
Field Service Management	Manage their out-of-office (in-the-field) service calls.

*Represents the use of CompuCom's GoLive Accelerators for ServiceNow

Additional functionality and ServiceNow applications exist within the base ServiceNow platform, and at Client's discretion, will be implemented in subsequent statements of work or change orders to this SOW. All applications and functions not listed in the table above are out of scope for this SOW. *(Remove or add applications that are in scope for this project)*

The primary objective of this engagement is the efficient production implementation of the ServiceNow IT Service Management Suite in accordance with Client's stated ITSM process requirements as discovered during the Assess and Plan phase. During the course of implementation, joint implementation activities will facilitate knowledge transfer between CompuCom's Technical Consultant and Client System Administrators. *Please adjust this statement as necessary depending on the deliverable*

2. **Projected Term:**

Estimated start date: TBD

Estimated completion date: TBD

3. **Detailed Description of CompuCom's Services and Responsibilities:**

CompuCom will provide a Project Manager and a Technical Consultant(s) familiar with ITSM (IT Service Management), ITIL (Information Technology Infrastructure Library) and the ServiceNow IT Service Management Suite. The Technical Consultant(s) will provide primary technical assistance and technical configuration and tailoring of the ServiceNow IT Service Management Suite. The Project Manager will function as a peer to Client's assigned Project Manager and provide guidance towards the execution of the overall implementation, assistance with project planning, resource assignments and project communications. The Project Manager will be Client's primary escalation point for all project concerns and will have direct and constant communications between Client and ServiceNow Operations for all pre Go-Live activities.

Engagement Model

1. CompuCom will provide a qualified Technical Consultant(s) that will be dedicated to the implementation of the ServiceNow IT Service Management Suite for the term of this engagement. CompuCom's Technical Consultant(s) will have a background in software application development, the use and configuration of WEB

- 2.0 applications, JAVA Script, and other necessary technologies, as required, to successfully configure and maintain the deliverables of this engagement (e.g. web services, relational database management, report construction, application security and performance tuning).
2. CompuCom is responsible for hands-on configuration and tailoring tasks and activities and remediation of errors resulting from Unit testing and User Acceptance testing.
 3. CompuCom will host a weekly project update with the Client Project Manager and key / limited Client stakeholders as part of the project communications plan to verify the project is progressing properly. This is in addition to any project status and work tasking meeting hosted by the Client Project Manager.
- Remove if accelerators are not included in the scope.*
4. In order to streamline the Client's implementation schedule, CompuCom will provide an ITSM Accelerator for Incident Management, Problem Management and Change Management applications within the ServiceNow IT Service Management Suite. As a part of the ITSM Accelerator package, the Client will receive the Best Practice Workflow, the process definition, Policy guide for (Change Management only) and the corresponding Update Set(s) for each of the Accelerators being delivered, which contains all the code and configurations associated with enabling the accelerator(s) on your instance, and the technical design document, which details all the changes made to your instance of the ServiceNow IT Service Management Suite.
 5. CompuCom will provide templates, if available as requested, to Client to support the completion of requirements definition by Client prior to start of development activities. Templates supplied will be in a generic format compatible with common versions of Microsoft Office applications (e.g. Microsoft Word 2010, Microsoft Excel 2010, and Microsoft Visio 2010).
 6. CompuCom will engage ServiceNow directly, on the behalf of Client, at appropriate times during the term of the engagement to address issues that may arise during the period of this implementation. This may include the initialization of Client instances, provisioning of VPN, when applicable and purchased as part of this agreement, escalation of locally unresolved issues (e.g. programmatic defects), installation of special plug-ins, review and scheduling of full and patch releases during the implementation period and preparation of the instances and support teams during go live.
 7. CompuCom will provide the documentation as required by ServiceNow on behalf of Client for transition of support to ServiceNow
 8. Upon Completion of development and unit testing, CompuCom will provide knowledge transfer of configured environment to the client assigned System Administrator(s).

Implementation Details

<Provide specific details about the effort for this project>

4. Client Responsibilities

To meet its commitment to schedules and pricing, CompuCom requires that Client ensures that the following elements are in place at the onset of the engagement and throughout its duration. Delays in access to information or missed or rescheduled meetings could result in project delays and out of scope issues impacting the price of this project.

1. Client is responsible for gathering all necessary credentials and connectivity for integrations to internal or external Client systems. Client is responsible for troubleshooting all integration and connectivity issues pertaining to Client systems and interactive participation with CompuCom's Technical Consultant(s) and / or ServiceNow Operations for all interfaces with ServiceNow.
2. Client is responsible (or will contract out System Administration) for the ongoing support and maintenance of all work performed under this engagement.

Other Responsibilities

1. Client will provide adequate computing resources, including without limitation such hardware and software as may be specified in this SOW or other documents related to the project, and the hardware and software used by Client employees, except as may be expressly provided otherwise. Client will provide CompuCom access to existing environments and documentation as CompuCom may request. Subject to limitation imposed by Client.
2. Client or its designated and authorized agent (e.g. ServiceNow) is responsible for daily back-up and other protection of its data against loss, damage or destruction. CompuCom will have no obligation or liability with respect thereto regardless of the cause.
3. Client will identify and supply qualified business, technical and operational staff as required to successfully implement all elements of the engagement. (e.g. Service Operation Process Owner, Incident Management Process Manager)
4. Client is responsible for defining and documenting business and process requirements (e.g. Functional Requirements document) prior to the scheduled start of this engagement. The Client Project Manager will make requirements documentation available to the CompuCom Project Manager and Technical Consultant(s) for review prior to the start of the implementation. Client is responsible for the creation and continued refinement of all business and process requirements and their documentation.
5. Client is responsible for and should supply to CompuCom during the Kick-off meeting any known Client documentation requirements (e.g. status report formats). Client is responsible for formatting and / or tailoring CompuCom supplied templates, where available, and documentation to comply with any internal documentation requirements.
6. Client is responsible for the identification of all sources of data, whether databases, spreadsheets or hard copy, required for the successful operation of ServiceNow. Client should supply a complete list of data sources to the CompuCom Project Manager during the Kick-off period.
7. Client (or contracted System Administrator) is responsible for the identification, collection, modification, cleansing, alteration, formatting and mapping (pre-processing) of all data loaded by Client into the ServiceNow IT Service Management Suite, whether through import or direct interface, in formats supported by ServiceNow (e.g. .xls, .csv – both tab and comma delimited, two way email, ODBC, JDBC, JMS and Web Services). Client is responsible for verifying that all character sets used are compatible with and supported by ServiceNow.
8. Client is responsible for the identification, collection and pre and post processing of any and all open or historical data from existing service desk applications into the ServiceNow IT Service Management Suite.
9. Client is responsible for the identification, definition and documentation of all use cases. Client should supply detailed use cases to the CompuCom Project Manager for review prior to User Acceptance Testing.
10. Client is responsible for scheduling, managing, and documenting the results from User Acceptance Testing. Client is responsible for identifying the methodology for defect tracking and maintaining the action list(s) associated with their management and remediation. CompuCom recommends that the Client identify a single focal point for all testing and remediation activities not part of the System Administration team for efficiency and effective closure of issues.
11. Client is responsible for defining and documenting operational processes and procedures. Prior to the start of User Acceptance Testing, the Client Project Manager will make operational process and procedures documentation available to the CompuCom Project Manager and Technical Consultant(s) for review. Client is responsible for the creation and continued refinement of all operational process and procedures documentation. CompuCom recommends, that as much as possible, operational documentation (e.g. field definitions, detailed work instructions,

quick guides, and use case examples) are stored within the ServiceNow IT Service Management Suite itself (e.g. Field Label Hint, Help and URL references) and within the internal ServiceNow knowledge base.

5. Implementation Schedule:

Project is proposed to be a <enter number of weeks> week engagement <based on use of predefined process Accelerators.> *optional*

Sample Timeline

Standard Timeline	1	2	3	4	5	6	7	8	9
Assess									
Plan									
Design & Build									
1. Core Setup									
2. CMDB									
3. Incident Management									
4. SLA Management									
5. Change Management									
6. Problem Management									
7. Asset Management									
Test (UAT)									
Implement									
Resources	1	2	3	4	5	6	7	8	9
CC Project Mgr - hrs	32	8	12	12	12	12	12	12	12
CC Technical Consultant - hrs	32	36	36	36	36	36	36	36	20

Key Implementation Assumptions

<Enter Client specific assumptions> *Below is an example*

1. *Week 1-2 Plan - Devise a plan to execute core setup and initial design sessions. Remainder will be defined as part of the Phase 1 design efforts.*
2. *Core Setup - Setup base ServiceNow including integrations noted.*
3. *Incident Management, Problem Management, Change Management - Use the Accelerators as a base. Minor configuration and tuning.*
4. *Configuration Management data will be loaded into ServiceNow CMDB one time.*
5. *Interfaces - LDAP integration for users and groups*
6. *With exception of the kick off week all work will be conducted remotely*
7. *The ServiceNow instances will be established on the latest ServiceNow release available.*

8. Resource Team:

Prior to the delivery of the Service, Client will designate a qualified member of its staff to act as a project manager (the "Client Project Manager") and a liaison between Client and CompuCom's Project Manager. The Client Project Manager will establish priorities, coordinate Client resource schedules, review progress, and assist in issue resolution. CompuCom will be entitled to rely upon such person's representations and authority without seeking further verification. The Client Project Manager is the person to whom CompuCom will address all communications and the person who has the authority to act for Client in all aspects of the project. Client will provide adequate staff, dedicated to this SOW and available to CompuCom, to complete in a timely manner such tasks as may be assigned to it, including without limitation any training exercises, requirement definition, testing, and review and approval.

Client



The Leading IT Outsourcing Specialist

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Client Project Manager:	_____	Service/Eng. Manager:	_____
Telephone Number:	_____	Telephone Number:	_____
E-mail Address:	_____	E-mail Address:	_____
Fax Number:	_____	Fax Number:	_____

CompuCom

CompuCom Project Manager:	_____	Service/Eng. Manager:	<u>Kathy Buckley</u>
Telephone Number:	_____	Telephone Number:	<u>530.406.1998</u>
E-mail Address:	_____	E-mail Address:	<u>Kathy.buckley@compu.com</u>
Fax Number:	_____	Fax Number:	_____

9. Invoicing:

CompuCom will provide invoices and documentation to Client at the address indicated below:

Accounts Payable Contact: _____
 Telephone Number: _____
 Address: _____
 Fax Number: _____
 Purchase Order Number: _____

10. Acceptance:

1. Upon completion, all deliverables produced by CompuCom must be reviewed, approved and signed off using the Project Acceptance Form (see Appendix C) by CompuCom and the Client Project Manager.

11. Pricing/Fees:

(A) Pricing

Total Pricing Summary <Fill in below specific to project>

Resource	Estimated Hours	Hourly Rate	Estimated Deployment/Travel Fees
Project Management Consultant		\$175.00	
Senior Consultant		\$150.00	
Incident Management Accelerator			\$10,000
Problem Management Accelerator			\$10,000
Change Management Accelerator			\$10,000
Estimated Travel Expense			
Deployment Total			

(B) Pricing Assumptions/Conditions

- i. This pricing is based on Client's stated desire to accept an Out of the Box configuration and that significant deviation from this stated goal will require additional services priced separately.

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- ii. The Services described in this Statement of Work will be performed remotely with limited travel as requested by the client and in accordance of the Services, roles and responsibilities defined in this document as time and materials and are invoiced monthly in arrears for all hours worked in the previous month.
- iii. Client acknowledges that its failure or delay in furnishing the necessary information or access to personnel or facilities, or any other delays or failures in performing its obligations under this SOW, or a delay caused by any third party vendor performing services for Client in connection with the project under this SOW, will be considered Client responsibility if it affects CompuCom's ability to deliver these Services as projected.
- iv. CompuCom will not be responsible for Client delays. Significant Client-caused delays may affect the estimated labor hours expended by CompuCom.
- v. The scope of Services is defined within this SOW. If additional work is necessary it can be included for an additional fee
- vi. Should Client be unable to provide a qualified System Administrator as defined in the Client Responsibilities, CompuCom must be contracted to provide that resource as an option under a separately provided and priced SOW.
- vii. Service pricing is valid during normal business hours of 8 am through 5 pm local time, based on Client location Monday through Friday excluding holidays. Any hours worked outside these normal business hours will be invoiced at 1-1/2 times the hourly rate and will be tracked separately. All overtime will require approval by Client, pre-notification and planning. This time is classified as any time spent on a weekends or which total weekly hours exceed 40 working hours during one Monday through Friday period.
- viii. All prices are in U.S. dollars and exclusive of taxes.
- ix. The pricing set forth in this SOW shall be available for acceptance by the Client through <enter date> ("Validity Period"). CompuCom reserves the right to adjust the pricing and/or the schedule set forth herein if this SOW is not executed by the Client and returned to CompuCom before the expiration of the Validity Period.

(C) Expenses Excluded.

The fees specified above do not include actual expenses. Client shall reimburse CompuCom for reasonable, out-of-pocket expenses incurred by CompuCom personnel in connection with (i) travel expenses for travel more than fifty (50) miles from CompuCom consultant's base location, to include but not be limited to coach class air rates, reasonable hotel room rate and applicable taxes, meal expenses, auto rental (including charges for fuel), tools, parking, taxis and other ground transportation; and (ii) reasonable miscellaneous expenses including but not limited to Client requested document reproduction, any required shipping, couriering, faxing or telexing of tangible items between Client and CompuCom, Client requested courier deliveries, and other reimbursable expenses specified in this Statement of Work.

12. Changes to SOW:

- i. Any changes to the scope of Services shall be requested and approved using the Change Order Form in Appendix A.
- ii. Once the Change Order Form is signed by both parties all necessary changes to scope, schedule and cost will be revised and the project will be managed accordingly.

This Statement of Work shall be considered fully executed and binding when authorized representatives of both parties have signed and dated below. The parties agree that this Statement of Work may be executed in counterparts and/or through signatures transmitted by facsimile or electronic image and that a facsimile or electronic image of this Statement of Work or a counterpart thereof shall be deemed an original for all purposes. This Statement of Work must be accompanied by a valid Client Purchase Order.

<Legal Client Name>

CompuCom Systems, Inc.

By: _____
Name: _____
Title: _____

By: _____
Name: _____
Title: _____

Date: _____

_____ Date: _____

SAMPLE

Appendix A – Change Order Form



Change Order Form

This Change Order Form (“CO”) is entered into as of <insert date> (the “Effective Date”), and when fully executed by both parties become incorporated by reference into the Statement of Work for ServiceNow Services, dated April 1, 2014 (“SOW”), by and between CompuCom Systems, Inc. (“CompuCom”) and Methodist Health System (“Client”).

CO Start Date: _____	CO End Date: _____
Account Exec. Contact: _____	Solution Dir. Contact: _____
CompuCom Internal SOW Number: DA _____	Client SOW Number (if applicable): _____
Client Contact: _____	

Detailed description and reason for the proposed change:

- 1.
2. All other terms and conditions of the original SOW, as modified and amended, remain in full force and effect.

This Change Order Form shall be considered fully executed and binding when authorized representatives of both parties have signed and dated below.

<Legal Client Name>	CompuCom Systems, Inc.
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Appendix B - GoLive Accelerators for ServiceNow for Incident, Problem and Change Management

Overview

GoLive Accelerators for ServiceNow implementations offer the client the ability to quickly implement Incident, Problem and Change Management. GoLive Accelerators for ServiceNow implementations use pre-defined, modular implementation packages based on CompuCom Process Best Practices and include preset configurations which enhance the existing configurations within ServiceNow. The configuration services for GoLive for ServiceNow for Incident, Problem and Change Management are summarized below:

ServiceNow Application	Configuration Services
Incident Management	Configure 1 form
Problem Management	Configure 1 form
Change Management	Configure 1 form

The following deliverables are included for Incident Management, Problem Management and Change Management.

Deliverable	Description
GoLive for ServiceNow Best Practice Process Guides. Process Map and Definition. (electronic copy)	CompuCom best practices for automating the ITSM process, process goals and objectives, relationships with other processes, process flows and process control.
Fulfiller Training Materials (electronic copy)	Pre-Packaged training content built for Fulfillers of the IT Service Management Applications configured.
Technical Design Document	Documentation representing what is installed with the GoLive Accelerator package.
Configured Update Set	The packaged configuration changes introduced into the clients ServiceNow instance.
*Policy Guide	Baseline Policy Guide to use as a reference for governing your business processes moving forward.

*Provided for Change Accelerator Only

GoLive for ServiceNow deployments deliver basic functionality as described in the GoLive Best Practice Process Guides for the above ServiceNow applications. CompuCom certified professional services consultants will work with the Client to implement the applications with preset modifications as described below.

Incident, Problem, and Change Management

CompuCom will work with the Client to configure the pre-defined processes for Incident, Problem, and Change Management Accelerators. Workshops are conducted for each application to review the GoLive Best Practice Process Guides and document the allowable modifications as described below. CompuCom

consultants will work together with the Client's project manager and trained ServiceNow system administrator(s) to jointly configure the Client's ServiceNow instance.

Implementation Methodology

GoLive Accelerators for ServiceNow deployments can, at the client's discretion, use the Agile Scrum Methodology. Agile Scrum uses an iterative approach managed within the Project Portfolio Management (PPM) and Software Development Lifecycle (SDLC) modules within your instance. With the Client's purchase of GoLive Accelerators for ServiceNow, the Client project team may use these applications to manage their own implementations during the GoLive for ServiceNow deployment.

GoLive for ServiceNow Project Roadmap and Deliverables

CompuCom has developed the following project roadmap for GoLive Accelerators for ServiceNow deployments aligned with Agile Scrum Methodology:

Phase	Task	Deliverable Description
Assess		
Plan	Project Kick-off	Kick-off meeting to review project goals and expectations, requirements, project plan and Client team resource requirements. On-site if required by the Client, travel costs will be separately charged.
Design	Requirements Workshops	Workshops (as listed below) to review pre-configured process for purchased Workshops ServiceNow applications in the GoLive Best Practice Process Guides and to document the Client's allowable modifications for each purchased application as stories in the Release Management application. CompuCom best practice processes for the purchased applications will be used as a basis for the workshops. Client will receive a copy of these processes in the form of a Best Practice Process Guide prior to the workshops.
	Incident Management	Workshop to review the GoLive Best Practice Process Guide and application functionality and document the Client's configuration requirements.
	Problem Management	Workshop to review the GoLive Best Practice Process Guide and application functionality and document the Client's configuration requirements.
	Change Management	Workshop to review the GoLive Best Practice Process Guide and application functionality and document the Client's configuration requirements.
Build	Deploy Incident Management	Includes one (1) modified form utilizing up to five (5) client scripts; five (5) UI policies (functionality making fields read-only, mandatory, visible, etc.); five (5) business rules (transaction based JavaScript) and the addition of up to ten (10) new fields.
	Deploy Problem Management	Includes one (1) modified form utilizing up to five (5) client scripts; 5 (5) UI policies; five (5) business rules and the addition of up to ten (10) new fields.
	Deploy Change Management	Includes one (1) modified form utilizing up to five (5) client scripts; five (5) UI policies; five (5) business rules; up to ten (10) additional fields; and up to two (2) additional workflows with up to three (3) approval steps and eight (8) tasks each.

	Testing Environment Set-up (if purchased)	Work with the Client to set up and prepare the pre---production instance(s), if purchased separately.
	Pre-Production Testing (if purchased)	Set up and prepare the test instance, if purchased separately and available at the time of GoLive Accelerators for ServiceNow start date. Assist in the removal of test data.
	Rework and System Review	Rework issues found in pre---production testing and provide production readiness review (if necessary).
	Pre-Production Test Re-work	Provide up to one (1) day of off-site re-work time.
	Go-Live Checklist	Review go-live checklist in preparation for go-live.
Deploy	Establish Go-Live Date	Remotely provide a transition of the system to Client support.
	Clone Production Instance	ServiceNow will clone the production instance over the test and development instances, if available.
	Go-Live Support	CompuCom will provide up to three days go-live support to the Client
	Project Close Out	Review meeting to conclude the project.

CompuCom Provided Resources

CompuCom will provide the following resources for the project:

CompuCom Resource	Responsibility
Project Manager/Principal Consultant	Lead project planning, provide implementation expertise, follow the GoLive Accelerators for ServiceNow deployment project plan, allocate appropriate resources from ServiceNow, and act as a single point of contact. Facilitate weekly status call to track the target project progress.
Technical Consultant(s)	Undertake the application configuration and assist with knowledge transfer and training to the Client.

Required Client Resources

Client will provide the following resources and make them available throughout the duration of the project (note that multiple responsibilities may be filled by the same Client personnel):

Client Resource	Responsibility
Project Manager	Responsible for the project and meet regularly with the CompuCom Principal Consultant to review progress and resolve issues.
Technical Resource(s)	Resource(s) with ITIL and JavaScript expertise to accommodate the scope of the implementation and to support the joint configuration. Support agreed integration with web services and XML experience.
System Administrators	At least one (1) Client system administrators must complete ServiceNow Administrator Training and be available throughout the duration of the deployment or be contracted by CompuCom.
Process Owner(s)	Subject matter expert(s) responsible for the correct and complete

	definition of the process implemented within the purchased ServiceNow application.
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Pre-Requisites and Scope Definition

The GoLive Accelerators for ServiceNow approach requires the Client's active participation and cooperation for project success. The following requirements must be met:

- The Client must have use authorization to all applications configured.
- Connectivity between the ServiceNow instance and the LDAP source must be completed by the Client before the engagement begins.
- Client will provide the required resources as detailed herein and ensure active participation of its designated personnel.
- Client is responsible for the definition and the documentation of the business processes within the scope of the implementation and implementing all business process changes in the Client's business environment that are required to support the implementation.
- Client is responsible for testing prior to production deployment.
- Clearly defined and documented functional requirements are completed during the Plan phase.
- Client shall provide CompuCom with access to their instances.
- Client will make available appropriate technologies for remote work.
- On-site visits will be defined during the kick off workshops in the Assess phase. Client's project manager and CompuCom project manager will manage on-site engagements in order to avoid extensive travel time.
- Client will supply all information to be imported in a supported format (as listed on the ServiceNow Wiki). CompuCom will not be responsible for data modification, cleansing or alteration before, during or after importing data. Client is responsible for integration to additional systems unless otherwise agreed to.

Appendix C



Project Acceptance

Project Name: _____ **PE/PM Name:** _____
Project Phase: _____ **Client Name:** _____
Date Completed: _____

Signoff Criteria: {Note: Description of task or phase completed.}

Deviations/Omissions:

Impact of Deviations/Omissions, if any:

Monetary:

Resource:

Deliverable:

Other:

Problems or issues that may prevent acceptance: (Note: identify steps to resolution, if any.)

Signatures:

Submitted for acceptance by:

CompuCom Manager: _____ **Date:** _____
<Enter name here>

As an authorized agent of <insert client name>, I hereby acknowledge completion of the project tasks outlined above.

Client Manager: _____ **Date:** _____ **Approved**
<Enter name here> **Rejected**