

ServiceNow

North Carolina Department of Information Technology

ServiceNow Service Level Agreement



Service Level Agreement



Version Control

Author/Change Agent	Version	Reason for Change	Date
David Hegarty	1.0	Revised and updated SLA	11/23/2020
David Hegarty/Richard Kelso	2.0	Revised and updated SLA	12/02/20

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Objective

This Service Level Agreement (SLA) establishes the framework for addressing the administration, management, support, and use of ServiceNow; including current and future features implemented to the ServiceNow Enterprise. All sections of the Agreement are subject to audit by the Service Owner or designee. This Agreement is considered a living document and shall be updated and revised as required or as needed where changes in features, updates, processes, and security concerns dictate.

The term “Best Practice” defines methods that are strongly recommended to avoid increased support issues due to design, limitations, or overall functionality.

The ServiceNow SLA describes the IT Service, documents the Service Level Targets, and specifies the responsibilities of both the Department of Information Technology (DIT) and the Customer. These include:

- The core Service Description
- (Optional) Definition(s) of Customer-specific Service Levels, such as enhanced levels of support
- (Optional) Specific Customer Requirements; including any mutually agreed and/or binding Customer-specific requirements and terms. These may be referenced within the core verbiage of this SLA, or referenced to an accompanying, signed Memorandum of Understanding (MOU).

Service Level Agreement



This SLA is entered into by and between DIT ServiceNow and the {Customer/Agency Name}, effective upon the date of signature by DIT to document the understandings, obligations, and agreements of the Parties regarding {Customer/Agency} module usage, enhancements, and any additional features.

Disclaimer

Regarding content and/or scope deviations between this document and the established DIT Global Service Levels policy, this Service Level Agreement takes precedence, once properly executed. If there are any additional or accompanying MOU or other contractual vehicle properly executed yet having contradictory content or scope specific to this Service or requirements, this said contractual document takes precedence.

ServiceNow Framework

DIT operates one Production, one Test, one Development, one Clone, and multiple agency Development instances all at the FedRamp GCC High level. The following modules and applications are currently in the ServiceNow environment:

- IT Service Management (ITSM)
 - Request, Change, Incident, Problem, Service Catalog (SSO required)
- Customer Service Management (CSM)
 - Customer Service Management for case management, public facing service portal
- IT Business Management (ITBM)
 - Agile Development, Test Management, Demand, Innovation, Project Portfolio Management (PPM), Scaled Agile Framework (SAFE), separate demand/ideation portal (SSO required)
- HR Service Delivery (HRSD)
 - Onboarding and Transitions, Employee Service Center
- IT Operations Management (ITOM)
 - Discovery, Service Mapping, Event Management, Operational Intelligence
- IntegrationHub
- Knowledge Management
- Workflow engine and flow designer
- Automated Testing Framework (ATF)
- Configuration Management Database (CMDB)

Summary of ServiceNow

ServiceNow is a Subscription Service provided through DIT. If warranted, by means described within the SLA, DIT can request financial compensation from ServiceNow for breach of SLA. If accepted ServiceNow will send refunds directly back to the Agencies who have purchased the licenses. Agencies can choose from a full suite of products and

services that meet their business requirements and costs. The state has moved to ITSM Standard, CSM Professional, HRSD Enterprise O&T, ITBM Professional, and ITOM Visibility and Health licensing.

Service Description

IT Service Management (ITSM)

IT Service Management (ITSM) is a shared service that provides a cost-effective, reliable, scalable, secure, feature-rich software tool that can be used by state agencies to manage Incidents, Service Requests, Problems, and Changes in support of customers and lines of business. This service uses the ServiceNow IT Service Management suite of tools, which is compliant with the Information Technology Infrastructure Library (ITIL). Key features and functions for the service include: Request Management allowing catalog items to be requested and fulfilled based on defined workflows; Incident Management for managing and tracking Incidents; Problem Management for managing Problem investigations from detection to eradication (through the ITIL sub-processes of Problem Control, Error Control, and Pro-Active Problem Analysis); Change Management for tracking scheduled and planned infrastructure changes; and Service Level Management for tracking Service Level commitments with customers and from vendors, thus allowing management to pinpoint weaknesses and take corrective action.

Customer Service Management (CSM)

Customer Service Management (CSM) is a shared service that provides a cost-effective, reliable, scalable, secure, feature-rich software tool that can be used by state agencies to provide service and support for your external customers through communication channels such as web, email, chat, telephone, and social media. Create cases as needed and route cases to available customer service agents with the necessary skill sets. This service uses the ServiceNow Customer Service Management suite of tools allowing for multiple entry points for assistance to customers through chat with support, call support, self-help on a Service Portal, Virtual Agent assistant on a Service Portal, and email support. Case Management allows the creation and routing of cases, manage customer information and interactions, monitor case activity (including case status and SLAs), and work to resolve customer issues allowing use of response templates and search tools to search the knowledge base and community and provide timely, informative responses to customers.

IT Business Management (ITBM)

IT Business Management (ITBM) is a shared service that provides a cost-effective, reliable, scalable, secure, feature-rich software tool that can be used by state agencies to help IT demonstrate value to the organization and rationalize investments to focus more on innovation. ITBM also helps transform the delivery of new products and services through lean execution methodologies to anticipate critical business requirements and allocate resources. It also enables you to prioritize new requests and deliver products efficiently. Assess related top-level investments and adapt to adjust on an ongoing basis. The ServiceNow platform offers Project Portfolio Management, Agile Development, Test Management Applications, Scale Agile Framework (SAFE), Innovation Management, Business Planning Portals for managing ideation.

HR Service Delivery (HRSD)

Human Resource Service Delivery (HRSD) is a shared service that provides a reliable, scalable, secure, feature-rich software tool that can be used for Onboarding and Transitions to automate the fulfillment of employee lifecycle events such as new hire onboarding, offboarding, relocation, promotion, parental leave, and more. Lifecycle events are a collection of activities organized into activity sets to comprise an employee experience to help deliver the best experience for employees throughout an organization.

IT Operations Management (ITOM)

IT Operations Management (ITOM) is a shared service that provides a cost-effective, reliable, scalable, secure, feature-rich software tool that can be used by state agencies to help IT connect the view of your entire IT network and the services that it supports. The combination of Configuration Management Database (CMDB), Discovery, Service Mapping, Event Management, and Operational Intelligence allows business units to have a strategic foundation for maintaining critical services and notify business units and users of real time impacts, outages, problems, or potential concerns. Discovery can find computers, servers, software, printers, routers, and switches through a replicable and reliable method of identifying the enterprise IT infrastructure. The Service Mapping feature maps dependencies, based on a connection between devices and applications regenerating application service maps regularly, to keep them updated and relevant. Event Management uses IT-related information gathered by Discovery to map alerts to configuration items. Operational Intelligence is proactively analyzing your IT infrastructure to spot issues and prevent service outages.

Service Commitments

Standard Support Hours

ServiceNow is available to customers 24/7/365, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for scheduled changes that have been implemented through the DIT Change Management Process. In addition to the standard DIT maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

- For Critical and High Priority Agency or Enterprise-wide Incidents, support is available 24/7
- For Low or Medium Priority End User Incidents, ServiceNow Services is available from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding State Holidays.
- Request response times are within 5 business days.

Maintenance Windows

ServiceNow has the following DIT Change Management maintenance windows:

- Wednesday 6:00 – 8:00 PM Eastern
- Thursday 4:00 – 6:00 AM and 6:00 – 8:00 PM Eastern
- Friday 6:00 – 8:00 PM Eastern
- Saturday 6:00 AM – 6:00 PM Eastern
- Sunday 4:00 AM – Noon Eastern
- All Major software upgrades/planned outages will take place on Saturday's from 1-6 PM. Down times are communicated to agency POC's, Communications Hub, and emails to critical management personnel. All other windows are for configuration items and non-major upgrade related items to tenants.

Roles and Responsibilities

DIT Responsibilities

- Provide Escalated Support after Agency does triage with their points of contact or Service Desk
- Provide day to day monitoring and management of the ServiceNow Platform and DIT services. Including standard maintenance, software upgrades, and new functionality/features.

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- License all ServiceNow related software and services necessary for supporting ServiceNow.
- Facilitate a Governance process that includes all tenants of ServiceNow. Governance process will provide the means for defining and shaping the strategic and tactical evolution of the service over time to best serve the clients using the service.
- Hire, train, and manage the necessary levels of permanent staff and/or contract resources to support and maintain ServiceNow.

Agency Responsibilities

- Designate a local resource as the primary person (as well as a backup for the primary) for fulfilling the role of point of contact (POC) for ServiceNow.
- Obtain training from a third-party vendor at agency's expense for basic user training and module fulfiller training.
- Any/all incident reports or service requests relating to the availability or use of ServiceNow will be initiated via the DIT service portal or the DIT Service Desk at 919-754-6000
- Any desired additional functionality needs will be addressed to notify the ServiceNow Platform Owner as soon as possible, All development changes will be made by the DIT ServiceNow team and reviewed with the Agency for acceptance.
- Agency will provide one person to participate as needed in the Governance and oversight process for ServiceNow. This person will represent the interests of the Agency via a Governance process for defining and shaping the strategic and tactical evolution of the service.

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of DIT and DIT Customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding (MOU). Service rates are outside the scope of this agreement and are specified in financial documents.

Signatures of Approval and Agreement Date

Service Level Agreement



WHEREFORE, intending to be bound hereby, this Service Level Agreement is executed by the undersigned authorized representatives of each Party, effective as of the date of execution of all Parties hereto.

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

State Chief Information Officer:

Name	Title	Signature	Date
Name	Title	Signature	Date