ServiceNow Marketplace App 4-Week Consultation

This Service Description describes the professional configuration services offered in connection with FireMon's ServiceNow Marketplace app (the "Service").

Service Description Overview

In performing the Services, FireMon will provide Customer with assistance in installing, configuring, and troubleshooting FireMon's ServiceNow Marketplace app with Policy Planner.

No customization of the ServiceNow Marketplace App or Policy Planner is provided under this Service Description.

Service Summary

This Service Description is intended to provide a summary of the three phases of the Service:

- Project Kickoff and ServiceNow Marketplace App Overview & Best Practices.
- Installation Planning & Guided ServiceNow Marketplace App Deployment.
- User Acceptance Testing.

This consulting engagement concludes 4-weeks after Project Kickoff.

Customer acknowledges and agrees:

- Customer must license, install and configure Policy Planner prior to the Project Kickoff.
- Customer Responsibilities not timely met may limit the work done by FireMon and require a change order setting forth additional resources and expenses.
- All Services purchased must be completed by Customer within six (6) months from the date of purchase. FireMon reserves the right to extend the duration of the project.
- Complete and accurate information with respect to their environment has been provided by Customer for which FireMon has relied on in determining applicability of this Service Description.

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Project Kickoff and ServiceNow Marketplace App Overview & Best Practices

FireMon will provide Customer an overview of the ServiceNow Marketplace App and walkthrough Best Practices.

FireMon will:

- Coordinate with Customer's assigned team to:
  - > Develop the Project Plan with the assistance from Customer.
  - > Confirm timelines, testing, and guide the transition to production; and
  - > Deliver Overview and Best Practices session.

- Assist Customer with planning, scheduling, executing, and reporting on the Project Plan.

Milestones and Deliverables

- Milestone: Project Kickoff meeting
- Milestone: Virtual meetings as needed
- Deliverable: Project Plan
- Deliverable: Overview and Best Practices Session

Installation Planning and Guided ServiceNow Marketplace App Deployment

FireMon will:

- Assist Customer with planning for the ServiceNow Marketplace App installation and integration with Policy Planner.
- Provide technical consulting sessions with the Customer team to guide through the installation of FireMon's ServiceNow Marketplace app, troubleshooting, and integrating with Policy Planner.

Milestones and Deliverables

- Milestones: Demonstration of the Solution available to Customer – FireMon
- Deliverable: Solution available to Customer for download - FireMon

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User Acceptance Testing

Once FireMon completes the configuration and quality assurance, Customer will test the Solution to confirm it conforms with the Services outlined in this document. Customer will schedule and commence UAT in a timely manner, but no more than ten (10) business days after FireMon provides the Solution. FireMon will provide assistance to Customer as requested to complete UAT. FireMon will also provide support for the deployment of the Solution during UAT.

Upon commencement of UAT, Customer will have ten (10) business days to complete UAT and either (i) accept the Solution or (ii) reject the Solution by providing FireMon with a written list detailing the material nonconformances of the Solution (the "Issues List"). Customer will provide any files or assistance reasonable requested by FireMon to identify and validate the Issues List. FireMon commits to research reported issues within five (5) business days of receiving the Issues List and classify each as "As Designed"/" Bug"/" Change Request" and provide next steps. Once FireMon has resolved any issues classified as "Bugs", FireMon will then redeliver the Solution to Customer to repeat UAT. FireMon reserves the right to deem UAT complete and the Solution accepted by Customer if Customer has not provided an Issues List within ten (10) business days of entering any UAT period.

Milestones and Deliverables

- Milestone: Completion of UAT with resolution or resolution path for all issues
- Milestone: UAT complete

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Roles and Responsibilities

FireMon will provide reasonable technical consulting session(s) aligned with this Service Description. FireMon will provide qualified personnel resources to consult with Customer in performance of this Service Description.

FireMon Responsibilities

- FireMon will provide an assigned Solution Architect (SA) and Professional Services Engineer (PSE) as resources to consult and develop the workflow packages with Customer.
- FireMon will provide an assigned Project Manager (PM) as a resource to consult with Customer to manage the Services.

Customer Responsibilities

- Provide the FireMon Project Manager with a list of designated Customer personnel, their roles, and responsibilities in relation to this Service Description including identification of the primary and backup Customer authorized site contacts who shall provide necessary information, and coordinate with other organizations/third parties with respect to Services.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with, and manage any external third parties, in relation to deliverables and schedules.
- Perform responsibilities identified in any Project Plan.
- Customer agrees to have the required resources available to timely complete all customer dependencies.
- Customer will designate one employee to serve as a primary point of contact (POC) for the FireMon project team. The designated POC will be responsible for and have authority to schedule resources for required meetings, working sessions, and other needs deemed necessary to complete the effort outlined within this document.
- Customer will provide access to any information, applications, and systems necessary to complete this project.
- Customer is responsible for notifying impacted personnel of testing within their environment.
- Customer shall enter all data in a format supported by FireMon.

Service Limitations

No customization of the ServiceNow Marketplace App or Policy Planner is provided under this Service Description.

- All Support ticket requests must be handled through FireMon's Standard Support Process (outside the scope of this project).
- All Requests for Enhancements must be handled through FireMon's Standard Enhancement Request Process (outside the scope of this project).

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Direct Sale from FireMon

If a Customer purchased this Service directly from FireMon, this document is incorporated by reference into Customer's Software License Agreement with FireMon for the delivery of Services (located at www.firemon.com/legal/eula) unless Customer and FireMon have entered into a separate written agreement that applies to Services. Such applicable agreement being referred to as the "Agreement" in this document. If there is a conflict between this Service Description and the Agreement, this Service Description shall govern.

Sale via FireMon Authorized Reseller

If Customer has purchased this Service through a FireMon Authorized Reseller, this document is incorporated by reference into Customer's Software License Agreement with FireMon (located at www.firemon.com/legal/eula) for the license of FireMon security software and delivery of Services, unless Customer and Authorized Reseller have entered into a separate written agreement that applies to delivery of these Services by Authorized Reseller, in which case, the separate written agreement governs Customer's purchase and receipt of such Services and this document is for informational purposes only; it is not a contract between Customer and FireMon.

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