



Project: Now Assist for ITSMPOC & Digital Product Release Advisory

Deliverable: Statement of Work



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1. AGREEMENT:

This Statement of Work ("SOW") is entered into under the Master Services Agreement between NewRocket LLC f/k/a Column Technologies, LLC NewRocket, Inc. ("NewRocket") and World Wide Technology, LLC ("Customer" or "WWT") dated December 5, 2019 (the "Agreement" or "MSA") to provide services to The Boeing Company ("Boeing" or "Client"). The parties further acknowledge and agree that the provisions of the Agreement are hereby incorporated by reference and shall apply to this SOW as though set forth herein in their entirety and any Appendix, as applicable, attached hereto. All capitalized terms not otherwise defined here in shall have the meanings set forth in the Agreement.

2. EXECUTIVE SUMMARY

Boeing is seeking expert consultation and architectural support to facilitate the implementation of the ServiceNow Now Assist for ITSM and Digital Product Release (DPR) applications.

NewRocket will provide detailed consultation services, including the review and optimization of the Now Assist for ITSM application, recommendations for integrating Now Assist with enterprise AI platform (Moveworks), and definition of an AI roadmap.

NewRocket will also provide detailed consultation services, including functional and technical review of the existing Release Management 2.0 with a focus on replacement with the DPR application.

3. PROJECT SUMMARY & PURPOSE

3.1 NOW ASSIST FOR ITSM

This section of the Statement of Work (SOW) specific to Workstream 1 outlines the scope, activities, and deliverables for a Proof of Concept (POC) implementation of ServiceNow's Now Assist for ITSM. The primary objective of this POC is to demonstrate the core capabilities of Now Assist within a non-production environment, enabling the project stakeholders to evaluate its potential value and impact on IT service management processes.

This engagement workstream is strictly limited to a POC and will not include deployment to a production environment, User Acceptance Testing (UAT), or organizational change management.

3.2 DIGITAL PRODUCT RELEASE (DPR) ADVISORY SERVICES

This advisory engagement will assess the customer's current use of the legacy ServiceNow Release Management 2.0 application. The objectives are to:

- Evaluate the implementation and identify process gaps against best practices.
- Provide an actionable plan to retire the legacy module.



- Recommend a transition plan to the modern ServiceNow Digital Product Release (DPR) solution.

This engagement workstream is purely advisory. All development, configuration, and implementation of recommendations will be the responsibility of the customer's internal platform team.

4. TASKS & MILESTONES

NewRocket's Implementation Services are specifically designed for organizations interested in accelerating process maturity and automating enterprise service delivery by leveraging the power of the Enterprise ServiceNow platform.

NewRocket will lead a series of collaborative workshops with Client key stakeholders to assess, guide, and finalize consensus on Client's requirements. Following the workshops, NewRocket will create a set of stories (based on workstream below) and review them with Client's key stakeholders to ensure a shared understanding of the future state ServiceNow solution. The stories will then be used as the guidepost with which to deploy the desired state within Client's ServiceNow platform.

This is a fixed scope, multi-workstream engagement that includes the following components (by workstream):

Workstream 1 (Now Assist for ITSM Proof of Concept)

- Now Assist Use-Case Development Workshops
- Now Assist and NewRocket Agentic AI Product demonstrations
- Proof of Concept Development and Unit Testing (non-production environment)
- Artificial Intelligence (AI) Value Realization Dashboard

Workstream 2 (Digital Product Release Advisory Services)

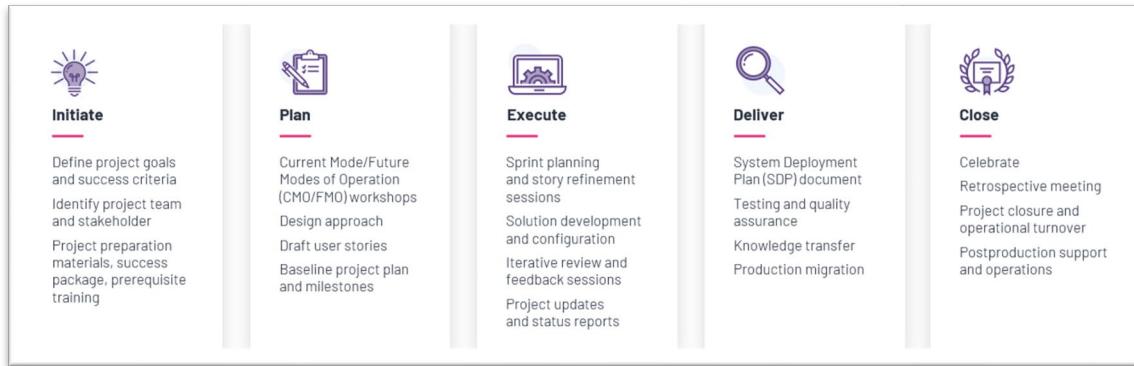
- Workshops to assess current Release Management 2.0 configuration and supporting process(es)
- Replacement of the legacy Release Management 2.0 application with DPR product, and process gap analysis against industry best-practices
- Formulation of actionable recommendations for functional and technical configuration and process changes

From project initiation to the conclusion of workshops/production support, the holistic estimated timeline for this effort is documented in the Timeline section of this statement of work based on what is known today. A detailed project plan will be created during the Initiate phase and updated after workshops are completed and all in-scope stories are documented.



4.1 ENGAGEMENT METHODOLOGY

NewRocket guides its clients through engagements utilizing ServiceNow's Now Create methodology, with NewRocket best practices added where appropriate (review our methodology, governance, change control process and other applicable appendices on our website). Based on workstream, NewRocket will align to this methodology for this engagement as shown below.



4.2 SERVICE ACTIVITIES & OUTCOMES

In alignment with the Project Summary and Purpose section, the scope of this project includes the below parallel worksstreams:

4.2.1 Workstream 1—ITSMNow Assist Proof of Concept

Initiate	
Objective	Activities
Project preparation activities commence including a formal project kickoff meeting between the Client and NewRocket delivery team to review and align on goals, objectives, scope, and initial time line.	Project kickoff, stakeholder alignment. Activities: <ul style="list-style-type: none"> • Define and agree upon specific, measurable success criteria for the POC. • Identify key stakeholders and establish project governance and communication plans. • Confirm scope and identify up to three (3) specific use cases for Now Assist to be demonstrated (e.g., Incident Summarization, Resolution Note Generation). • Identify one (1) high-volume, low-complexity IT support topic to be configured in Virtual Agent for demonstrating conversational AI capabilities. • Provide an overview of the Now Assist for ITSMcapabilities and architecture.



Outcomes	Initial Project Plan and workshops are scheduled
Plan	
Objective	Conduct workshops to understand process and platform needs. Then define the configuration requirements and refine the engagement timeline.
Activities	<p>NewRocket will facilitate requirements workshops with key Client stakeholders, the objective is to design the user experience and functional behavior of the selected use cases.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Map out the desired flow for the selected Virtual Agent conversation topic, including key decision points and expected outcomes. • Review and define the prompts and expected outputs for Now Assist skills, such as incident summarization and generative resolution notes. • Discuss the desired behavior for Agent Assist and search results within the context of an incident record. • Define the test data requirements needed to effectively demonstrate the POC use cases. • Align on use-case for up to three (3) existing ServiceNow product-provided ITSMAI skills, to be selected from the following skills: <ul style="list-style-type: none"> ○ Incident Summarization ○ Resolution Note Generation ○ Agent Assist Search ○ Knowledge Article Summarization ○ Knowledge Article Generation • Align on use-case for up to two (2) NewRocket Agent ITSMAI accelerators: <ul style="list-style-type: none"> ○ ‘Phoebe’—Incident Resolution Agent ○ ‘Elara’—Knowledge Management Agent • Creation of Artificial Intelligence Roadmap <ul style="list-style-type: none"> ○ Recommendations for potential integrations with 3rd party/non-ServiceNow AI systems • Evaluation of integration options between Now Assist and Boeing’s 3rd Party systems. <ul style="list-style-type: none"> ○ NewRocket will provide integration recommendations ○ Integration implementation will be scoped separately, as requested ○ Boeing will prioritize and determine technical feasibility <p>As an output of the workshops, NewRocket will facilitate a meeting with Client stakeholders to discuss configuration strategies and project timeline, as well as clarify any pending questions regarding the POC solution.</p>



Outcomes	<ul style="list-style-type: none"> - Consensus on the POC solution documented in stories by Boeing Product Manager(s). - Project schedule deliverable highlighting the project milestones, tasks, and associated timelines based on the agreed upon stories documented in the workshops.
Execute	
Objective	Provide configuration updates/enhancements the solution as defined in previous stages, based on the agreed requirements from the Plan phase and within the constraints of the allocated duration for the Execute phase. All Execute phase activities will be completed within the designated Boeing non-production environment
Activities	<p>Now Assist for ITSMConfiguration/Refinement</p> <ul style="list-style-type: none"> - Update or refine the necessary Now Assist for ITSM plugins and applications in the target non-production ServiceNow instance. - Update or refine configuration of up to three (3) Now Assist skills based on the design workshop stories. - Configure up to two (2) NewRocket Agentic AI accelerators based on the design workshop stories. - Review and provide recommendations for necessary roles and permissions for users to access and utilize Now Assist features. - Provide recommendations for Now Assist license consumption control.
Outcomes	ServiceNow platform elements, in-scope applications, and capabilities configured per the agreed upon stories. NewRocket will also conduct functional testing in this phase to ensure alignment with POC objectives and desired outcomes.
Close	
Objective	Formal engagement closure, feedback on lessons learned and assessment of success.
Activities	NewRocket will conduct a project close out briefing.
Outcomes	Customer acknowledgement of success regarding Workstream 1 objectives and outcomes agreed upon in the Initiate Phase.
General Workstream	
Assumptions	<ul style="list-style-type: none"> - Boeing Product Manager(s) will participate and document development stories in collaboration with NewRocket - The customer will provide access to a dedicated non-production ServiceNow instance with administrator privileges. - The customer will make subject matter experts and stakeholders available for the scheduled workshops. - The required Now Assist for ITSM entitlements/licenses are available for the target instance.



Exclusions	<p>The following items are explicitly out of scope for this engagement, elements defined herein can be placed into scope through an approved change order:</p> <ul style="list-style-type: none"> - Deployment to any production or UAT ServiceNow instance - Formal User Acceptance Testing (UAT) cycles - Training (Train-the-Trainer or End User) - Process Guides, Quick Reference Guides - Configuration documentation or technical knowledge transfer documentation or meetings/sessions - Integration with any third-party systems - Development of Now Assist for ITSM or NewRocket accelerators beyond the stated scope above - Organizational Change Management, end-user training, and communication plans - Performance testing, load testing, or SLA validation - Migration of any data - Modifications to the base Now Assist models or algorithms
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4.2.2 Workstream 2 – Digital Product Release (DPR) Advisory Services

Initiate	
Objective	Project preparation activities commence including a formal project kickoff meeting between the Client and NewRocket delivery team to review goals, objectives, scope, and initial timeline.
Activities	Project kickoff, stakeholder alignment.
Outcomes	Initial Project Plan and advisory workshops are scheduled
Plan	
Objective	Conduct advisory workshops to understand current state and potential gaps with best practices. Then define the configuration recommendations.
Activities	<p>NewRocket will facilitate requirements workshops with key Client stakeholders in which the participants will collaboratively:</p> <p>Assessment & Design</p> <ul style="list-style-type: none"> - Conduct Current State Functional & Process Review Workshops <ul style="list-style-type: none"> o Objective: To understand Boeing's existing release management lifecycle, governance, and procedures. o Activities: <ul style="list-style-type: none"> ▪ Conduct workshops with release managers and process owners to map current-state release processes from planning to deployment.



	<ul style="list-style-type: none"> ▪ Review existing process documentation, policies, and operational procedures. ▪ Review of upstream and downstream process dependencies with respect to the release life cycle include intake, demand, etc. ▪ Functionally review the live DPR application to understand how it supports the current process. ▪ Identify stakeholder pain points, challenges, and desired business outcomes. <p>- Conduct Technical & Architectural Review</p> <ul style="list-style-type: none"> o Objective: To assess the technical configuration of the Release 2.0 application. o Activities: <ul style="list-style-type: none"> ▪ Review the legacy Release Management 2.0 application's configuration, including data model, workflows, and integrations. ▪ Analyze usage patterns, release data integrity, and reporting capabilities. ▪ Assess alignment with ServiceNow's best practices for architecture and maintainability. ▪ Identify any technical debt or configuration challenges that may be hindering value.
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Analysis & Recommendations

- **Gap Analysis & Best Practice Alignment**
 - o **Objective:** To identify and document deviations from best practices in both process and technology
 - o **Activities:**
 - Analyze findings from the workshops to identify gaps between Boeing's current processes and industry-standard release management frameworks.
 - Compare DPR application processes and product-provided configurations with ServiceNow recommended practices.
 - Prioritize identified gaps based on business impact and feasibility to address.
 - Provide potential integration recommendations with 3rd party systems such as Azure DevOps.
- **Recommendations Development**
 - o **Objective:** To provide clear, actionable guidance for process improvement and technical implementation for the DPR application.
 - o **Activities:**
 - Develop recommendations for optimizing functional release management processes to leverage DPR capabilities.
 - Formulate architectural and configuration recommendations for the customer's development team to execute.



	<ul style="list-style-type: none"> ▪ Create a high-level plan for implementation of the proposed recommendations. ▪ Present findings and recommendations to key stakeholders ▪ Conduct iterative review sessions to provide functional and technical guidance as Boeing's platform team executes development of the recommendations. <p>- Organizational Change Management Support</p> <ul style="list-style-type: none"> ○ Stakeholder Analysis and Impact Assessment ○ Communication Strategy
Outcomes	<ul style="list-style-type: none"> - Consensus and alignment on DPR findings and recommendations. - Consensus on the DPR solution documented in stories by Boeing Product Manager(s). - Acceptance of DPR readout with findings and recommendations - Boeing executes development activities based on approved recommendations and conducts iterative review of configuration and process changes.
Close	
Objective	Formal engagement closure, feedback on lessons learned and assessment of success.
Activities	NewRocket will conduct a project close out briefing
Outcomes	Customer acknowledgement of success regarding Workstream 2 objective and outcomes agreed upon in the Initiate Phase.
General Workstream	
Assumptions	<ul style="list-style-type: none"> - Boeing Product Manager(s) will participate in and document development stories in collaboration with NewRocket - The customer will provide appropriate access to their ServiceNow instances (production for review, non-production for deeper analysis) and relevant documentation. - The customers will make key personnel and subject matter experts (e.g., Release Managers, Product Owners, ServiceNow Platform Team) available for workshops and interviews. - The customer's platform team is responsible for the execution of all technical recommendations. - NewRocket will leverage existing FlightPath information to inform this workstream.
Exclusions	<ul style="list-style-type: none"> - Any story creation, hands-on development, configuration, testing, or deployment activities within any ServiceNow instance. - Execution of the recommendations provided. - End-user training and creation of training materials. - Data migration, cleansing, or validation.



4.3 TIMELINE AND DELIVERABLES

4.3.1 Document Construction

All deliverables may go through up to two (2) rounds of review and revision by Boeing. Boeing will review the document within five (5) business days and provide consolidated feedback and acceptance. Failure to provide a timely review or additional rounds of review/remediation may negatively impact the overall project by extending the project timeline and scope ultimately resulting in a Change Order. Additionally, NewRocket cannot guarantee consistent resource availability in the event the review is extended due to Boeing failure. Should Boeing fail to provide acceptance or reason for rejection in writing after five (5) business days of review, NewRocket will assume the document is accepted.

4.3.2 NewRocket Resources

Project services will be delivered remotely by a global delivery team. Failure of Boeing to uphold its obligations to provide timely decisions and direction to NewRocket, and/or provide any dependent information as requested by NewRocket may negatively impact the overall project by extending the project scope, budget and/or timeline and ultimately resulting in a change order. Client driven changes to the timeline set forth in this SOW may incur changes to the budget required to meet the scope of this SOW.

4.3.3 Timeline

The target timeline to complete the work of each workstream is:

- Workstream 1—Now Assist for ITSMPoc—eight (8) weeks
- Workstream 2—Digital Product Release Advisory Services –six (6) weeks

Timelines for each workstream assume adherence to understandings laid out in this contract. This timeline is based on effort and duration by Stage in sequential order as provided below based on the information available and/or captured in the Estimate Effort at time of writing this SOW, but to be confirmed (and perhaps modified) during the Plan Stage:

Workstream 1—Now Assist for ITSMPOC

Project Stage	Estimated Duration (Weeks)
Initiate	1
Plan	1
Execute	4
Deliver	1
Close	1
Total	8



Workstream 2 – Digital Product Release Advisory Services

Project Stage	Estimated Duration (Weeks)
Initiate	1
Plan	4
Close	1
Total	6

NOTE: The duration estimates are in no way a guarantee of delivery of the capabilities reflected in Sections 3.1 and 3.2 but are estimated based upon high level scoping and the details provided by Client at the time of this SOW. The timeline does not account for other factors such as holidays that go into a project schedule. That final schedule will be confirmed at the conclusion of the Plan stage.

4.3.4 Scheduling Delays

If Client causes delays or pauses this project for more than 3 consecutive business days, NewRocket may re-assign the assigned project team and Client's project will then be rescheduled. If a project is rescheduled, NewRocket will attempt to assign the same resources but does not guarantee the same resources will be assigned. In the event of a Client delay or project pause, Client may choose to hold the NewRocket team at the contracted day rate of each assigned NewRocket crew member, or, in the event of a fixed fee project then at a cost of 100% of the prorated daily project fee (i.e./ a \$100,000 fixed fee engagement planned to be delivered of 75 days = \$1,333/day = \$1,333/day hold'fee). Delays or Pauses shall be documented via the Change Order process.

4.3.5 Deliverables

Bundle	Workstream	Deliverable	Description	Estimated Week
1.1 Discovery & Design	1- Now Assist ITSMPOC	Project Workstream Kick-off Meeting	One (1) PowerPoint, review of SOW and alignment of project goals and outcomes	End of Week 2
		Now Assist ITSM Workshop	One (1) PowerPoint	
		NewRocket Agentic Agent Workshop	One (1) PowerPoint	
2.1 Discovery & Readout	2 - Digital Product Release	Project Workstream Kick-off Meeting	One (1) PowerPoint, review of SOW and alignment of project goals and outcomes	



	Advisory Services	Release Management Workshops & Readout	One (1) PowerPoint	
1.2 POC Build & Demo	1- Now Assist ITSMPOC	Now Assist ITSM Refinement	Now Assist configured in designed non-production environment, one (1) use case	End of Week 6
		NewRocket Agentic Agent Activation & Configuration	NewRocket Agentic Agent configured in designed non-production environment, up to two (2) agents	
		NewRocket AI Value Realization Dashboard	One (1) snapshot dashboard with up to three (3) use cases specific to the POC	
2.2 OCM Strategy Package	2 - Digital Product Release Advisory Services	OCM Stakeholder Analysis and Impact Assessment	One (1) PowerPoint (or agreed upon format)	End of Week 4
		OCM Communications Strategy	One (1) Word (or agreed upon format)	
1.3 AI Strategy & Governance	1- Now Assist ITSMPOC	AI Roadmap	One (1) AI roadmap	End of Week 7
		AI Integration Recommendations	One (1) Word (or agreed upon format) documenting integration recommendations with Boeing 3rd party systems	
		AI Governance Memo	One (1) Word (or agreed upon format) AI Governance Memo document	
1.4 Final Handover & Closeout	1- Now Assist ITSMPOC	AI Configuration Runbook	One (1) Word (or agreed upon format) documenting configuration updates and NewRocket product configuration	End of Week 8



5. PRICING

For the project services described in this SOW, Boeing will pay a fixed fee of:

- Workstream 1—Now Assist for ITSMPoc \$125,000.00 USD
- Workstream 2 –Digital Product Release Advisory Services \$125,000.00 USD
- **Total Engagement Value: \$250,000.00;**

plus applicable federal, state and local taxes. This fee does not include any travel expenses. Any deviations to agreed upon parameters may be subject to a change order which may increase the overall cost of the project. NewRocket will invoice Boeing according to the tables below.

Workstream 1—Now Assist for ITSMPoc

#	Milestone	Percentage	Payment
1	Contract Signature	25%	\$31,250.00
2	Commencement of Plan Stage	25%	\$31,250.00
3	Commencement of Execute Stage	40%	\$50,000.00
4	Project Close Sign-Off	10%	\$12,500.00
Total Net Fees			\$125,000.00

Workstream 2 –Digital Product Release Advisory Services

#	Milestone	Percentage	Payment
1	Contract Signature	25%	\$31,250.00
2	Commencement of Plan Stage	25%	\$31,250.00
3	Commencement of Execute Stage	40%	\$50,000.00
4	Project Close Sign-Off	10%	\$12,500.00
Total Net Fees			\$125,000.00

As each milestone is completed, the NewRocket Project Manager will request approval from Boeing's Project Manager via email. Boeing will have five (5) business days to approve or reject after which approval will be assumed. Once approval is received, an invoice will be sent for the respective milestone to WWT. The Agreement defines additional terms of payment, and payments made are non-refundable.

5.1 TRAVEL EXPENSES

Should travel to an onsite location be required, every effort will be made to minimize travel expenses as best as required to deliver a successful project. All travel will be approved by Boeing prior to booking and will be invoiced for actual incurred costs. All actual travel and living expenses will be billed monthly to Client in accordance with the Agreement.

Agreement defines additional terms of payment, and payments made are non-refundable.



6. RESOURCES / PERSONNEL & DATA

Boeing will provide laptops and badges. Boeing will grant remote access to GSEP systems and other Boeing resources needed for the purpose of providing the services. The supplier will not have access to Boeing systems that contains Proprietary and PII Data.

7. AUTHORIZATION AND ACCEPTANCE

The SOW and the Agreement constitute the entire Agreement between the parties, and supersede all prior agreements and understandings, whether oral or written, relating to this subject matter.

The acceptance of this SOW must be acknowledged and signed below by a duly authorized representative of Boeing and returned to NewRocket to initiate scheduling and delivery of the services outlined in this SOW. Signing below indicates authorization for NewRocket to begin work and generate related invoicing. Please note that the terms and conditions contained in this SOW and the Agreement shall supersede any pre-printed terms and conditions on a purchase order.

NewRocket LLC	World Wide Technology, LLC. ("WWT")
<p>Signed by:</p> <p><i>Michael Carter</i></p> <p>8D4497821A4C455...</p> <p>Authorized Signature</p>	<p><i>Paul Gettier</i></p> <p>Authorized Signature</p>
Michael Carter Chief Revenue Officer	Paul Gettier - Regional Manager
Printed Name and Title	Printed Name and Title
10/21/2025	10/20/2025
Date	Date
<p>Signed by:</p> <p><i>[Signature]</i></p> <p>4DFDFD97872740F...</p> <p>Authorized Signature</p>	
Sanjeev Munjal Chief Financial Officer	
Printed Name and Title	
10/21/2025	
Date	

The effective date of the SOW shall be the latest date of signature when signed by both the parties. By signing this document, each party warrants that they are authorized to sign to bind their company for the specified amount and included terms. Signature also constitutes Boeing's approval for NewRocket to submit cases to ServiceNow's HI portal on Boeing's behalf. All parties signing the SOW are authorized signatories of the company.



The signed SOW authorizes NewRocket to include the names and email addresses of relevant or specified project participants for the ServiceNow Deployment Registration and CSAT process.

NewRocket LLC	Client Billing Information
Harry Tomczyk	Company Name:
Account Executive	Address:
Phone No.: 619-385-0286	
Email: harry.tomczyk@newrocket.com	
Jason Hagen	Billing Name:
Enterprise Solution Consultant	Billing Phone No.:
Phone No.: 765-577-0298	Billing Email:
Email: jason.hagen@newrocket.com	

NewRocket will invoice WWT in accordance with the Agreement. Invoices will be emailed to the address indicated above. Unless otherwise expressly stated, invoices do not require a PO to be processed and paid.