			- : - J - : - : - : - : - : - : - : - :	112040	:		User-Based Subscriptions
	Servi	servicenow commercial F	erciai Porttollo	ortfollo - July 2019 (New York)	rork)		Non-User Based Subscriptions
		Performance Analyt	Performance Analytics - PA for the Enterprise or PA for package	or PA for package			Add-On Subscription Service
		• Edge End	<ul> <li>Edge Encryption</li> <li>Employee Service Center</li> </ul>	vice Center			ServiceNow Platform
IT Service Mgmt	HR Service Delivery Standard v2	Customer Service	IT Business Management Standard	IRM Standard	Now Platform <sup>®</sup> App Engine	SecOps Standard-SIR v2	ITOM Operator Standard <sup>2</sup> Discovery, Service Mapping
<b>v2</b> Incident	Case and Knowledge Mgmt HR Service Delivery	Mgmt Standard v3	Project Portfolio Mgmt, Demand, Resource, Release, Financial Planning, PA for ITBM	Policy & Compliance Mgmt, Risk Mgmt, PA for Risk	Starter Starter + Standard	Security Incident Response, Trusted Security Circles - Limited	ITOM Operator Professional <sup>2</sup> Discovery, Service Mapping, Event Mgmt,
Problem	Professional v2	Customer Service, Field Service, Service Management			Professional*		Operational Intelligence
Change Release Request Asset Cost	Case and Knowledge Mgmt Employee Service Center Lifecycle Events Predictive Intelligence	for Issue Resolution, Communities, Targeted Communications		IRM Professional	*Includes PA, PI, VA	SecOps Standard-VR v2  Vulnerability Response	ITOM Operator Enterprise <sup>2</sup> Discovery, Service Mapping, Event Mgmt, Operational Intelligence, Cloud Management
Walk-Up Experience	HR Service Delivery		Professional	Risk Mgmt, Audit Mgmt, Use	Software Asset	SecOps Professional v2	ITOM Visibility
IT Service Mgmt	Enterprise v2	Customer Service Memt Professional	Demand, Resource, Release,	Cases, PATOF KISK	Mgmt v3	Social Ministry	Discovery, Service Mapping
Professional v2	Employee Service Center Lifecycle Events	٧3	rinancial Planning, Sare, Investment Funding, PA for ITBM	IRM Enterprise	Software Asset	Vulnerability Response Threat Intelligence	ITOM Health Event Mgmt, Operational Intelligence
Incident Problem	Enterprise Unboarding & Transitions Predictive Intelligence	Customer Service, Field Service, Service Management for Issue Resolution,	Application Portfolio	Policy & Compliance Mgmt, Risk Mgmt, Audit Mgmt, Use	Mgmt, Client Software Distribution,	irusted Security Uricles - Limited Event for SecOps PA for SecOps	ITOM Optimization Cloud Management
Release	Virtual Agent PA for HR	Communities, Targeted	Management	Cases, Advanced hisk, FA for Risk	Software Spend Detection,		IntegrationHub Starter <sup>1</sup>
Kequest Asset		Improvement, Proactive	Application Portfolio Management, PA for APM		PA (includes Microsoft and	SecOps Enterprise v2	IntegrationHub Standard <sup>1</sup>
Cost Walk-Up Experience Continual Improvement	Transitions v2  Basic Case Mgmt	Virtual Agent, PA for CSM	Modeling Engine Financial Modeling, Financial Charging, PA for Financial	Vendor Risk Mgmt	Oracle packs)	Security Incident Response Vulnerability Response Threat Intelligence	IntegrationHub Professional <sup>1</sup> Activity Designer, Activity Packs
Workpsace Vendor Manager -	Employee Service Center Enterprise Onboarding &	Field Service	Modeling & Charging			Trusted Security Circles - Advanced Event for SecOps	
Workspace Workspace Predictive Intelligence Virtual Agent	Transitions HR Employee Document	Field Service Cost Mgmt Planned Maintenance	DevOps Starter	Finance Ops. Mgmt. Standard Finance Close Automation	MetricBase	PA for SecOps SecOps Orchestration Activity Packs Configuration Compliance	Integrationinus Enterprise Activity Designer, Activity Packs, Password Reset, Client Software Distribution
FA101 1151VI	Management v2	Asset Mgillt				-	Password Reset Limited
Platform - Assessm	nents Automated Test Framework Bu	siness Service Mans Chat Coa	ching Loops. Configuration Mana	agement Datahase (CMDB) Con	nect Content Managem	pent System Delegated Develonment E	Patform - Assessment Automated Test Framework Rusiness Service Mans Chat Foarhing Loons Configuration Management Database (CMDR) Connect Content Management System Delegated Development Flow Designer Form Designer Gongle Mans

## New York Package Pricing

User Based Models	1odels	
Packages	Model	Monthly Price
IT Service Management v2	Fulfiller	\$100
IT Service Management Professional v2	Fulfiller	\$150
Customer Service Mgmt Standard v3	CSM User	\$125
Customer Service Mgmt Professional v3	CSM User	\$175
CSM Add'l Portal Visits	1000 Visits	\$60
IT Business Management Professional	ITBM User	\$125
IT Business Management Standard	ITBM User	\$75
Application Portfolio Management	APM User	\$500
HR Service Delivery Standard v2	HR User	\$5
HR Service Delivery Professional v2	HR User	\$\$
HR Service Delivery Enterprise v2	HR User	\$13
HR Enterprise Onboarding v2	HR User	\$\$
Employee Document Management v2	30% HR ACV	R ACV
Employee Service Center	Unr. User	\$5
Field Service Management	Fulfiller	\$100
Now Platform App Engine Starter	Platform User/ UU	£\$/ <i>L</i> \$
Now Platform App Engine Starter +	Platform User/ UU	\$16/\$6
Now Platform App Engine Standard	Platform User/ UU	\$25/ \$8
Now Platform App Engine Professional	Platform User/ UU	\$100/ \$15

Additional Use Rights	Model	Monthly Price
Business Stakeholder	Bus. St. User	\$25
Time Card User v2	Time Card User	\$15

Monthly Price

Software Asset Mgmt

Software Asset Management v3	Computer	\$2.5
Transaction Based Models	d Models	
Packages	Annual \$	Annual TXs
IntegrationHub Starter	\$	1M
Integration Hub Standard	\$36,000	500K
IntegrationHub Professional	\$60,000	2M
IntegrationHub Enterprise	\$144,000	5M
Password Reset Limited	\$24,000	12K

ent	Monthly Price	\$5	6\$	\$13	\$80
Integrated Risk Management	Model	IRM User	IRM User	IRM User	Vendor
Integra	Package	IRM Standard	IRM Professional	IRM Enterprise	Vendor Risk Mgmt

		Se	Security Operations			
	Module Fee (1000		Device Ti	Device Tiers (\$ per Device per Month)	Month)	
Fackage	<b>Devices Included)</b> 1,001 - 4,999	1,001 - 4,999	5,000 - 24,999	5,000 - 24,999 25,000 - 49,999 50,000-74,999 75,000 +	50,000-74,999	75,000 +
VR Standard v2	\$6,250	<b>\$0.60</b> /Device	<b>\$0.45</b> /Device	<b>\$0.30</b> /Device	<b>\$0.25</b> /Device	\$0.20 /Device
SIR Standard v2	\$6,250	<b>\$0.60</b> /Device	<b>\$0.45</b> /Device	<b>\$0.30</b> /Device	<b>\$0.25</b> /Device	\$0.20 /Device
Professional v2	\$8,333	<b>\$2.50</b> /Device	<b>\$2.00</b> / Device	<b>\$1.25</b> /Device	<b>\$1.00</b> / Device	\$0.80 /Device
Enterprise v2	\$12,500	<b>\$5.00</b> /Device	<b>\$4.00</b> / Device	<b>\$2.50</b> /Device	<b>\$2.00</b> / Device	<b>\$1.60</b> /Device

	ServiceNow Add-On Products
Edge Encryption	20% of Account Total Net User ACV
Performance Analytics	20% of Account Total net Subscription Product ACV
Full Disk Encryption	\$10,000 (\$120,000 annually)
Database Encryption	\$6250 (\$75,000 annually)
Dedicated Environment	\$20,833.33 (\$250,000 annually)
Add'l Application Penetration Test	\$10,000 one time fee
Instance Data Replication	\$120,000/ 12M IDR TX's/ Producer Instance (add'l TX's purchased separately)

## July 2019 (New York) ITOM Pricing and Licensing Cheat Sheet

IT Operations Management	ment			,			
ITOM Product SKUs	Price/Sub- scription Unit	YIOM Discovery	daleaH MOTI	noi3esimi3qO MOTI	Select Integrationh	How we license each product	How we measure usage
ITOM Visibility a la cart	\$12	×				Servers, containers or PaaS resources discovered and assigned a Cl in CMDB and/or mapped by Service Mapping	90-day average of daily count of currently-managed resources
ITOM Health a la cart	\$14		×			Servers, containers, PaaS resources or objects unresolvable to CMDB CIs for which ITOM Health receives an event or performance metric	90-day average of daily count of currently-managed resources
ITOM Optimization a la cart	\$14			×		Servers, containers or PaaS resources provisioned or managed or cost- 90-day average of daily count of currently-managed resources analyzed by Optimization	90-day average of daily count of currently-managed resources
ITOM Operator Standard	\$14	×			×	Count from Visibility	Count from Visibility
ITOM Operator Professional	\$24	×	×		×	Largest count of ITOM Visibility or ITOM Health	Largest count of ITOM Visibility or ITOM Health
ITOM Operator Enterprise	\$34	×	×	×	×	Largest count of ITOM Visibility, ITOM Health or ITOM Optimization Largest count of ITOM Visibility, ITOM Health or ITOM Optimization	Largest count of ITOM Visibility, ITOM Health or ITOM Optimization
** IntegrationHub Spokes (in a	ddition to free	Integrati	onHub St	tarter): Je	nkins. N	** IntegrationHub Spokes (in addition to free IntegrationHub Starter): Jenkins. MS Active Directory. MS Azure Active Directory. MS SCCM, Kubernetes. FS	5.

<sup>\*\*</sup> IntegrationHub Protocols (in addition to free IntegrationHub Starter); PowerShell, SSH

 <sup>1.1100</sup> series of ITOM Health to MetricBase series annually
 No Subscription Unit minimum. Minimum ACV will be applied: \$25K a la cart SKUs, \$50K ITOM Operator Standard, \$125K ITOM Operator Professional, \$200K ITOM Operator Enterprise
 Entitled to 5 custom tables for all ITOM SKUs (a la cart or bundle)
 Prices: USD per month