Scoped Certified Application Installation And configuration Guide

<Type your Application’s name here>

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# Overview

Your Application Installation and Configuration Guide will be used to assist with the preparation of the customer’s instance in order to enable your application components to function properly. This document should contain a clear, step-by-step process for any configuration steps that are required after installing your certified application. Additionally it should clearly call out any application dependencies that may exist.

## References

| # | Document Identifier | Document Title |
| --- | --- | --- |
| [R1] | ID | Add your document references.  One line per document |

# Application Dependencies

* List all plugins required:
* List all system table permissions required:

# Configuration Instructions

In this section, please outline the exact steps required to successfully install/configure the customer’s instance after installing your application:



# External systems connection

If your application contains integration components please clearly outlined them here and provide integration user creation instructions:

* Integration components required: <web services, exports, data sources, etc.>
* Steps to create a dedicated integration user:



# Testing the configuration

If your application requires successful communication with external systems, please outline how to test the connection and ensure successful configuration

# Demo Data

If any demo data is required as a part of your application installation, please outline the requirements here:

# Support and Troubleshooting

In this section, please complete the SLA definition and provide some common troubleshooting options:

## Service Level Agreement Definition

In this section, you define the Service Level Agreement (SLA) for your customers.

Customers will be instructed to contact the integration provider (your organization) for technical support.  If a customer first contacts ServiceNow Customer Support, then ServiceNow Customer Support will isolate the problem and instruct the customer to resolve the issue with your organization.

* **Support Hours of Operation:**(including time zone):[example: 8am - 5pm PST]
* **Support Days of Operation:** [example: Monday - Friday (specify exceptions such as Holidays)]
* **Promised Call Response Time:** [example: Within 4 hours of received support request]
* **Promised Call Resolution Time:** [example: Within 5-10 business days of response]
* **Contact Method:** [example: email, phone, website]
* **Contact Details:** [example: 1-800-SUPPORT, support@provider.com, [www.support.provider.com](http://www.support.provider.com)]

## Troubleshooting

Provide any steps to troubleshoot the failed configuration here:

End of Document