

Category/Descriptor	Service Description	Unit of Sale	Product ID	MSRP - Three Year Term	MSRP - One Year Term
Service Management	ServiceNow Service Management Suite v2:	Fulfiller/Month	PROD01275	\$100.00	\$110.00
Service Management	Service Management Suite v2 With Performance Analytics:	Fulfiller/Month	PROD02140	\$120.00	\$132.00
Service Management	ServiceNow Service Management Suite v2 With Platform Runtime:	Fulfiller/Month	PROD01277	\$125.00	\$137.50
Service Management	ServiceNow ITSA Unlimited (Including Platform Runtime)	Fulfiller/Month	PROD01164	\$200.00	\$220.00
Service Management	ServiceNow Platform Runtime	per User per month	PROD01162	\$35.00	\$38.50
Service Management	ServiceNow Approver User	Approver/Month	PROD00170	\$25.00	\$27.50
Service Management	ServiceNow Timecard User	TimeCard user/Month	PROD00871	\$15.00	\$16.50
Operattions Management	ServiceNow Orchestration Core v2 - Customers must initially purchase a minimum of 250 nodes	Node/month	PROD02239	\$6.00	\$6.60
Operattions Management	ServiceNow Password Reset Application: Password Reset use rights for up to 10,000 users are included with Orchestration Core v2.	user/month	PROD00517	\$0.50	\$0.55
Operattions Management	ServiceNow Cloud Management Application:Allows administrators to manage the lifecycle of virtual and/or public cloud infrastructure (requires purchase of Orchestration Core v2). Must initially purchase a minimum of 250 nodes.	node/month	PROD01175	\$7.00	\$7.70
Operattions Management	ServiceNow Event Management Application: Dynamically creates alerts from infrastructure events generated by third-party monitoring tools. Must initially purchase a minimum of 250 nodes.	node/month	PROD01172	\$7.00	\$7.70
Operattions Management	ServiceNow Discovery - Customers must initially purchase a minimum of 250 nodes	node/month	PROD01170	\$6.00	\$6.60
Operattions Management	ServiceNow ServiceWatch Mapping: Package includes Service Mapping and Discovery applications.	node/month	PROD01171	\$14.00	\$15.40
Operattions Management	ServiceWatch Insight: Package includes Service Mapping, Discovery and Event Management applications	node/month	PROD01173	\$17.00	\$18.70
Operattions Management	ServiceNow ServiceWatch Suite v2: Complete IT Operations Management (ITOM) package, which includes Orchestration Core, Cloud Management, Event Management, Service Mapping and Discovery applications	node/month	PROD02240	\$26.00	\$28.60
HR Management	ServiceNow Human Resources Service Management (HRSM):	HR employee per month	PROD02205	\$5.00	\$5.50
Business Management	IT Business Management - Worker	Worker/month	PROD02224	\$30.00	\$33.00
Business Management	IT Business Management - Planner	Planner/month	PROD02225	\$75.00	\$82.50

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Business Management	IT Business Management - Analyst	Analyst/month	PROD02226	\$1,250.00	\$1,375.00
Risk Management	ServiceNow Governance, Risk and Compliance (GRC) Suite	Fulfiller/Month	PROD01160	\$125.00	\$137.50
Security Management	<b>Starter Package- for the first 1,000 connected devices</b>	month	PROD02211	\$8,333	\$9,166.30
Security Management	Additional connected devices over the first 1,000	device/month	PROD02212	\$0.60	\$0.66
Security Management	<b>Standard Package - for the first 1,000 connected devices</b>	month	PROD02213	\$8,333	\$9,166.30
Security Management	Additional connected devices between 1,001 and 4,999	device/month	PROD02214	\$2.50	\$2.75
Security Management	Additional connected devices between 5,000 and 24,999	device/month	PROD02215	\$2.00	\$2.20
Security Management	Additional connected devices between 25,000 and 74,999	device/month	PROD02216	\$1.25	\$1.38
Security Management	Additional connected devices over 75,000	device/month	PROD02217	\$0.80	\$0.88
Security Management	<b>Advanced Package - includes use rights for the first 1,000 connected devices</b>	month	PROD02218	\$8,333	\$9,166.30
Security Management	Additional connected devices between 1,001 and 4,999	device/month	PROD02219	\$5.00	\$5.50
Security Management	Additional connected devices between 5,000 and 24,999	device/month	PROD02220	\$4.00	\$4.40
Security Management	Additional connected devices between 25,000 and 74,999	device/month	PROD02221	\$2.50	\$2.75
Security Management	Additional connected devices over 75,000	device/month	PROD02222	\$1.60	\$1.76
Platform	ServiceNow Additional Instance	Non-production Instance / month	PROD02074	\$1,250.00	\$1,375.00
Platform	FISMA Data Center Instances	per instance/ month		\$5,000.00	\$5,500.00
Platform	ServiceNow Performance Analytics	Application	PROD01498	20.00%	\$0.22
Platform	ServiceNow Edge Encryption	Account Total Net ACV	PROD01054	20.00%	\$0.22
Operations Management	ServiceNow Notify	user/month	PROD01497	\$1.25	\$1.38
Service Management	ServiceNow Express	user/month	PROD00588	\$50.00	\$55.00
Service Management	ServiceNow Express Additional Instance	Non-production Instance / month	PROD02077	\$625.00	\$687.50
Service Management	ServiceNow Express Discovery - initial 1,000 Device Pack	1000 pack per month	PROD01057	\$100.00	\$110.00
Service Management	ServiceNow Express Discovery -Additional 100 Device Pack	100 pack per month	PROD01056	\$20.00	\$22.00

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Customer Management	Customer Service Management v2 - includes 1,000 Customer Portal Visits per fulfiller	user/month	PROD02230	\$125.00	\$137.50
Customer Management	Additional Customer Portal Visits - 1,000 additional Customer Portal Visits	user/month	PROD02232	\$60.00	\$66.00
Platform	ServiceNow Production Environment	instance/month	PROD02075	\$3,750.00	\$4,125.00
Platform	Service Now Domain Separation	Percentage of Use per month	PROD01031	25%	28%