

Douglas County ServiceNow Renewal

Quote # Trace3.174154.v1

Contract NASPO CO AR3102 141379

Prepared for:

Douglas County

Jim Brown

jabrown@douglas.co.us

ServiceNow

Line #	Qty	Part Number	Product Details	Start Date	End Date	Unit Price	Extended Price
1	1	PROD12492	ServiceNow Agile Team	1/1/2026	12/31/2026	\$0.00	\$0.00
2	54	PROD11655	ServiceNow Grandfathered Custom Tables	1/1/2026	12/31/2026	\$0.00	\$0.00
3	30	PROD12015	ServiceNow Application Portfolio Management	1/1/2026	12/31/2026	\$3,333.03	\$99,990.90
4	125	PROD19278	ServiceNow Customer Service Management Standard	1/1/2026	12/31/2026	\$1,166.56	\$145,820.00
5	1	PROD22417	ServiceNow Integration Hub Starter	1/1/2026	12/31/2026	\$0.00	\$0.00
6	92	PROD16951	ServiceNow Strategic Portfolio Management Standard	1/1/2026	12/31/2026	\$0.00	\$0.00

Subtotal: **\$245,810.90**

T3G Terms and Conditions

Additional Information

Upon client signatory's execution of this Quote, he/she affirms that:

1. Client will purchase and pay Trace3 Gov for the product, software, and/or services referenced above;
2. Any quoted amounts for consumption-based purchases are estimates only and Client will pay Trace3 Gov any additional amounts due based on actual consumption during the applicable billing period;
3. Upon acceptance of this Quote all product, software, and OEM support and maintenance purchases are final unless cancellation or return is pre-approved by Trace3 Gov and OEM;
4. Client cannot and does not agree to indemnify, hold harmless, exonerate or assume the defense of Trace 3 Gov or any other person or entity whatsoever, for any purpose whatsoever. Trace 3 Gov shall defend, indemnify and hold harmless the Client, its commissioners, officials, officers, directors, agents, and employees from any and all claims, demands, suits, actions or proceedings of any kind or nature whatsoever, including Workers' Compensation claims, resulting from or arising from the services rendered under this Agreement; provided, however, that Trace 3 Gov need not indemnify or save harmless the County, its officers, agents and employees from damages resulting solely from the negligence of the County's commissioners, officials, officers, directors, agents, and employees;
5. Product, software, and/or services referenced above are provided solely subject to the terms of this Quote and the applicable terms and conditions located at <https://trace3gov.com/msa/>, except for indemnification as stated above in that Douglas County cannot indemnify Trace3 Gov;
6. He/she is authorized to accept this Quote on behalf of client and has complied with all of client's business practices in making this purchase;
7. Unless specifically itemized, quoted amounts exclude shipping and sales taxes, which will be charged on all U.S. shipments;
8. Client is responsible for submitting exemption certificates for sales tax-exempt purchases; and
9. Use of the equipment and/or services referenced above is subject to the applicable end-user license agreement of the manufacturer.

Douglas County ServiceNow Renewal

Prepared by:

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Prepared for:

Douglas County
,
Jim Brown
(303) 660-7400
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Quote Information:

Trace3.174154.v1
Quote Date: 11/17/2025
Expiration Date: 11/22/2025
Contract NASPO CO AR3102 141379

Quote Summary

Description	Amount
ServiceNow	\$245,810.90
Total: \$245,810.90	

Douglas County

Signature: _____
Name: _____
Title: _____
Date: _____

Hosting Information					
Instance Name	Instance Type	Hosting Type	Storage Limit	Hosting Included	Data Center Region
douglascounty	Prod	Shared	4TB	Included	United States
douglascountyttest	Non-Prod	Shared	4TB	Included	United States
douglascountydev	Non-Prod	Shared	4TB	Included	United States
Customer ServiceNow Admin:		Abe Mathews			
Email:		amathews@douglas.co.us			

Customer's platform storage capacity entitlement can be found here: <https://www.servicenow.com/products/entitlements-packages.html>

Terms and Conditions

1. The end customer's access and use of the Subscription Offerings are pursuant to the Public Sector Subscription Terms of Service, Customer Support Addendum, Data Security Addendum, Data Processing Addendum, Product and Use Definitions, Product Overview, any attached addenda or exhibits, and where applicable, the Service Descriptions for any purchased packaged professional services published as of the effective date of this Order Form at: <https://www.servicenow.com/upgrade-schedules.html> ("ServiceNow Subscription Service Terms"). ServiceNow Subscription Service Terms ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Notwithstanding anything in the Agreement to the contrary, for the Subscription Term set forth herein, the CSA, as specified in the Agreement, shall mean the Customer Support Addendum at <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/legal/customer-support-addendum-upgrades-jan2022.pdf>. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. All undefined capitalized terms herein shall have the meanings ascribed to such terms in the ServiceNow Subscription Service Terms. If any provision of this Order Form conflicts with the Agreement, then this Order Form shall control.
 2. ServiceNow is an intended third-party beneficiary of the ServiceNow Subscription Service Terms
 6. Except as provided otherwise on this Order Form, Units of each Subscription Product on this Order Form are counted on a per instance basis (i.e., if a User has access to two (2) production instances, it will be counted as two (2) Users when determining permitted access and use rights).
 7. To the extent this Order Form includes any Advanced AI and Data Products, including products that rely on Generative AI functionality, the following terms and conditions supplement the ServiceNow Subscription Service Terms or ServiceNow Self-Hosted License Terms, as applicable, solely for use of the Advanced AI and Data Products: (1) Subscription Offerings in ServiceNow's commercial data centers are subject to Advanced AI and Data Products Amendment for Commercial Hosting; or (2) Subscription Offerings in ServiceNow's GCC or NSC environments, or self-hosted by Customer, are subject to the Advanced AI and Data Products Amendment; WHICH ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE.
- PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, NON-REFUNDABLE, INCLUDING IF A REQUEST FOR ERASURE OR SWITCHING IS MADE UNDER THE EU DATA ACT AND IN SUCH CASE, ANY REMAINING FEES FOR THE FULL SUBSCRIPTION TERM SHALL BE IMMEDIATELY PAYABLE. (1) Subscription Products are invoiced annually in advance and the entire Subscription Term is undividable; (2) Professional Services fees are invoiced on a time and materials basis, monthly in arrears; and (3) payments are due as per the invoice schedule and as set forth above.

Product Overview

Documentation (sometimes referred to as Product Overview) refers to the system requirements and technical functionality for the supported version(s) of the applicable Subscription Service as described in the then-current product documentation at <https://docs.servicenow.com>.

Quote Terms

SERVICENOW® STORE TERMS OF USE

Customer has purchased from Participant certain services to be delivered by a ServiceNow entity identified in the Participant Order ("ServiceNow") that may include access to and use of ServiceNow's app store located at <http://store.servicenow.com> ("Store"). These ServiceNow Store Terms of Use ("Agreement") specify the terms and conditions that govern Customer's use of the Store and any App (as defined below) offered therein, including but not limited to Customer's download of the App and Customer's payment therefore. In the event of any conflict between the terms and conditions of this Agreement and Customer's agreement for its use of the ServiceNow Product ("Subscription Terms and Conditions"), this Agreement shall govern to the extent of such conflict. All terms not otherwise defined herein shall have the meanings ascribed to them in the Subscription Terms and Conditions.

1. Definitions. "App" means customizations of ServiceNow Products offered on Store. "App Conditions" means the terms and conditions applicable to a particular App. "ServiceNow App" means an App developed by ServiceNow that is expressly designated as such on Store. "ServiceNow Product" means any ServiceNow products and services available outside of Store. ServiceNow Apps are not ServiceNow Products. All Apps are licensed by third parties and not ServiceNow except ServiceNow Apps. ServiceNow is not a party to any App Conditions except App Conditions for ServiceNow Apps.

2. Purchase and Payment of Apps. Rights to access Apps are subject to the applicable App Conditions and Customer's agreement for use of the ServiceNow Product on which the App is installed. Prices stated on Store are final. Except as otherwise required by the termination for convenience clause under FAR part 52.212-4, or applicable agency supplement, which shall apply only by and between the Participant entity and Customer, purchases made on Store are final, non-cancellable and non-refundable, and a continuous and non-divisible commitment for the full duration of its then-current term regardless of the invoice

schedule. Subscription terms are for 12 months and may be renewed upon Customer's request thirty (30) days prior to the end of the then-current term. Prices for renewal are subject to increase upon advance notice to Customer. If Customer purchases an App by credit card, Customer's card will be billed monthly during the subscription term. Otherwise, payment for an App is due within 30 days after invoice. In the event Customer's payments are late, the parties agree that ServiceNow, or the Participant, as applicable, would be able to avail itself of the applicable government procurement disputes regulation governing this Agreement. ServiceNow may suspend or cancel Customer's subscription if payment is late. Prices exclude all taxes associated with Customer's purchase, access to, use of or payment for the App, which Customer is responsible for paying, unless Customer is exempt under applicable law. ServiceNow is exclusively responsible for taxes imposed on its net income. All applicable sales tax, value-added tax, duties and other similar governmental charges shall be based on the ship-to address provided by Customer, unless Customer is exempt under applicable law.

3. App Rights and Restrictions. Customer will use Apps solely as run on ServiceNow Products. Purchase of an App (including a ServiceNow App) does not entitle Customer to use ServiceNow Products, which Customer must purchase separately. Customer may not: (a) provide a third party with access to an App except as necessary to provide services to Customer as an agent or contractor; or (b) use the App to develop a product that is operable apart from the ServiceNow Products or to circumvent ServiceNow APIs. Upon notification of overuse of an App from ServiceNow, Customer will purchase additional subscription rights or stop such overuse within thirty (30) days.

4. Platform Use Rights. If Customer purchases an App, it is permitted to use solely that App and no further right to run other applications or customizations on ServiceNow Products is provided. Unless expressly marked on the Store description web page for the particular App as including platform subscription rights to use the App, Apps available for free require the additional purchase of the right to run the App to the same extent that Customer would require platform subscription rights to use applications or customizations if the App were developed by Customer as a customization of the ServiceNow Products.

5. Responsibilities. Customer uses Apps at its own risk. ServiceNow will have no liability or obligation to Customer with respect to Apps, other than ServiceNow Apps as provided in the applicable App Conditions. Customer's use of an App (including a ServiceNow App) with a ServiceNow Product constitutes a modification or customization of that ServiceNow Product by Customer for purposes of any separate agreement between Customer and ServiceNow and such customization or modification (or malfunction caused thereby) will not be subject to any support, warranty or indemnity under any such separate agreement.

6. Termination. Except as otherwise required by the termination for convenience clause under FAR part 52.212-4(l), or applicable agency supplement, which shall apply only by and between the Participant and Customer, this Agreement remains in effect until expiration of a subscription term for the App without prior renewal or until terminated by either party for any reason upon 30 days' written notice, whichever occurs first. Upon expiration or termination: (a) Customer shall cease to use the App; (b) Customer will uninstall the App within forty-five (45) days of the date of expiration or termination, or if no action is taken after such time or ServiceNow terminated this Agreement for cause, ServiceNow may uninstall the App; (c) Customer may not renew the then-current subscription term; and (d) the entirety of this Agreement, including Customer's payment obligations, will survive. Termination of this Agreement or any App Conditions have no effect on Customer's subscriptions or licenses to ServiceNow Products.

7. Deactivation. If ServiceNow reasonably believes use of an App violates any law or third-party right, degrades ServiceNow's ability to meet its support, service availability or security terms, or may create an implicit or explicit failure of the confidentiality, integrity or availability of the ServiceNow Products (including, by way of example only: (i) executing commands as another user; (ii) accessing data in excess of permissions; (iii) posing as another user or service within a system; (iv) causing an abnormal denial of service; (v) inadvertently or intentionally destroying data without permission; or (vi) exploiting any encryption implementation weakness (such as to reduce the time or computation required to recover the plaintext from an encrypted message)), then ServiceNow may deactivate the App to prevent further detrimental effects on the ServiceNow Products or require Customer upon notice to remove that App from Customer's instance of ServiceNow Products.

8. Disclaimer of Warranties. SERVICENOW SPECIFICALLY DISCLAIMS ALL WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO STORE OR ANY APP (INCLUDING A "CERTIFIED APP") INCLUDING ANY WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, FREEDOM FROM DEFECTS OR VIRUSES, OR AVAILABILITY. THESE DISCLAIMERS OF WARRANTY DO NOT APPLY TO EXPRESS WARRANTIES MADE BY SERVICENOW IN APP CONDITIONS FOR SERVICENOW APPS.

9. Limitations and Exclusions of Liability. EXCEPT TO THE EXTENT PROHIBITED UNDER LAW OR AS OTHERWISE

EXPRESSLY AGREED TO BY SERVICENOW IN THE APP CONDITIONS FOR SERVICENOW APPS, SERVICENOW SHALL NOT BE LIABLE FOR DAMAGES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH STORE OR ANY APP, INCLUDING ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING LOSS OF REVENUE OR PROFITS, LOSS OF DATA, COVER AND COSTS OF SUBSTITUTE GOODS OR SERVICES, HOWEVER CAUSED AND WHETHER IN CONTRACT, IN TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT SERVICENOW HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND REGARDLESS OF WHETHER SERVICENOW REVIEWED, MODERATED, COMMENTED ON OR PROMOTED THE APP GIVING RISE TO DAMAGES. IF SERVICENOW IS LIABLE TO CUSTOMER FOR DAMAGES OF ANY KIND, THEN SERVICENOW'S TOTAL, CUMULATIVE LIABILITY TO CUSTOMER, ARISING OUT OF OR RELATED TO STORE OR ANY APP, WHETHER IN CONTRACT, IN TORT OR UNDER ANY OTHER THEORY OF LIABILITY, WILL NOT EXCEED THE PRICE (IF ANY) THAT CUSTOMER PAID THROUGH STORE TO ACCESS THAT APP DURING THE 12 MONTH PERIOD BEFORE SUCH LIABILITY AROSE. MULTIPLE CLAIMS WILL NOT INCREASE THIS LIMIT. THE PARTIES HAVE AGREED THAT THE LIMITATIONS OF THIS SECTION 9 WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED ITS ESSENTIAL PURPOSE.

10. ServiceNow Government Community Cloud (GCC) and National Security Cloud (NSC). The following applies exclusively to the extent that the App will be provisioned to a ServiceNow instance hosted in ServiceNow's GCC or NSC environments: Customer agrees and acknowledges that the Provisional Authorizations to Operate (P-ATOs) for ServiceNow to operate cloud environments at FedRAMP High, DoD Impact Level 4 (IL4), DoD Impact Level 5 (IL5), and similar, do not apply to the security, privacy or any other attributes of any App. CUSTOMER AGREES TO ASSUME ALL RISK AND RESPONSIBILITIES OF INSTALLATION AND USE OF THE APP IN THE GCC OR NSC INSTANCE AND RELEASES SERVICENOW FROM ALL LIABILITY RELATED TO SUCH INSTALLATION AND USE.

11. General Terms. Customer will not access Apps in violation of any country's laws or regulations, including export controls. No waiver of this Agreement by ServiceNow will be deemed a further or continuing waiver. Customer may submit purchase orders for its administrative convenience, but those purchase orders will not affect the terms of this Agreement, which may only be modified as provided in this Section 11 or by a writing signed by both parties. ServiceNow may amend this Agreement, upon notice to Customer. Such amendments will apply to transactions on Store on a going-forward basis. If Customer does not agree to such amendments, Customer's recourse is to refrain from further use of Store. If any provision of this Agreement is held to be invalid, illegal, or unenforceable, such provision will be eliminated or limited to the minimum extent such that the remaining provisions of the Agreement will continue in full force and effect. The parties are independent contractors. This Agreement shall be governed by the laws of the United States of America. Any dispute arising out of this Agreement, Store or any App shall be heard exclusively by a U.S. Federal court or board of contract appeals of competent jurisdiction. This Agreement constitutes the final and entire agreement between Customer and ServiceNow with respect to Store and the Apps, and it supersedes all prior and contemporaneous agreements relating to its subject matter except as expressly provided herein. This Agreement controls over any conflicting provision in App Conditions or Website Terms unless otherwise expressly provided herein.

ServiceNow® Order Form - Product and Use Definitions

USER TYPE DEFINITIONS

"User" means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

"Approver User" is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

"Requester User" is any User that performs only the functions set forth in the table below for a Requester User.

"End User" has the same use rights as **"Requester User."**

"Fulfiller User" is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

"Process User" has the same use rights as **"Fulfiller User."**

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

CUSTOM TABLE CREATION AND INSTALLATION

The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product.

A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom Table use rights are as set forth in the Custom Table Guide on <https://www.servicenow.com/products/entitlements-packages.html> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.

SUBSCRIPTION PRODUCTS	
Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD12492 ServiceNow® Agile Team	Included Applications: Agile Development and Test Management All Users may use the above applications.
PROD11655 ServiceNow® Grandfathered Custom Tables	Usage is limited to the number of Grandfathered Custom Tables. Grandfathered Custom Tables are the Custom Tables created or installed at the time of Customer's initial order of the Grandfathered Custom Tables Subscription Product. All Users are granted Unrestricted User use rights for Grandfathered Custom Tables. An Unrestricted User may perform any or all functions for all User Types above. Customer is granted use of Mobile App builder (formerly Mobile Studio) with Grandfathered Custom Tables Grandfathered Custom Tables may not be transferred, reused, or otherwise classified as another Custom Table type. If a Grandfathered Custom Table is deleted no other Custom Table may be classified as a Grandfathered Custom Table to take its place.
PROD12015 ServiceNow® Application Portfolio Management	Included Applications: Application Rationalization; Application Total Cost of Ownership; Digital Integration Management; Digital Portfolio Management; Financial Modeling; GRC Integration Framework; Technology Portfolio Management; Predictive Intelligence; and Platform Analytics Advanced Usage is limited to the number of APM Users. An APM User is defined as any User with the right to access Application Portfolio Management and may perform any or all functions within Application Portfolio Management. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Application Portfolio Management and included Bundled Custom Tables. Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each APM User the right to access those Custom Tables. "Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may consume Integration Hub transactions that may require purchase of Integration Hub or Automation Engine subscription at an additional fee. Customer may use the spoke(s) included in Subscription Product for use cases even beyond the Subscription Product. Integration Hub Transactions are not included in the Subscription Product."
PROD19278 ServiceNow® Customer Service Management Standard	Included Applications: Customer Service Management; Engagement Messenger; Communities; Walk-Up Experience; Incident Management; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Standard Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly without credit or refund). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is

	generated if an anonymous, unauthenticated, External User or Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Universal Request use rights apply only to Customer Service Management Standard applications and 25 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management
PROD22417 ServiceNow® Integration Hub Starter	Integration Hub Starter includes entitlement for up to 100,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); External Content Connectors; and entitlement for up to 300MB of API Access Volume per day (unused API Access Volume expire daily without credit or refund). Integration Hub Starter includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call, as well as any external document indexed via AI Search IntegrationHub Spoke, External Content REST API, or External Content Connectors. Additional annual Transactions require the purchase of a separate Integration Hub package. API Access Volume is the total output of data volume in an applicable 24-hour period made by ServiceNow in response to a web service request originating from a system external to ServiceNow. Output of data as a result of Integration Hub Transactions and/or Stream Connect for Kafka are exempt and not included in the API Access Volume. Additional daily API Access Volume require the purchase of a separate API Access Volume package. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same data center as Customer's originating ServiceNow instance. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures.
PROD16951 ServiceNow® Strategic Portfolio Management Standard	Included Applications: Collaborative Work Management; Cost Management; Project Portfolio Management; Demand Management; Resource Management; Financial Planning; Digital Portfolio Management; Innovation Management; Portfolio Planning and Performance Analytics Usage is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the Strategic Portfolio Management Applications above and may perform any or all functions within the Strategic Portfolio Management Applications. Performance Analytics use rights apply only to Strategic Portfolio Management Standard Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each SPM User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.