



IN WITNESS WHEREOF, this Amendment is signed, accepted, and agreed to by all parties by and through the parties or their agents or authorized representatives. All parties hereby acknowledge that they have read and understood this Agreement and the attachments and exhibits hereto. All parties further acknowledge that they have executed this legal document voluntarily and of their own free will.

**FORT BEND COUNTY**

**CARASOFT TECHNOLOGY CORP.**

\_\_\_\_\_  
KP George, County Judge

*Elaine Shadid*  
\_\_\_\_\_  
Authorized Agent – Signature

\_\_\_\_\_  
Date

Elaine Shadid  
Authorized Agent- Printed Name

REVIEWED:

Service Contract Specialist  
Title

*Jahan Tolliver*  
\_\_\_\_\_  
Information Technology Department

06/16/2023  
Date

### AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of \$\_\_\_\_\_ to accomplish and pay the obligation of Fort Bend County under this contract.

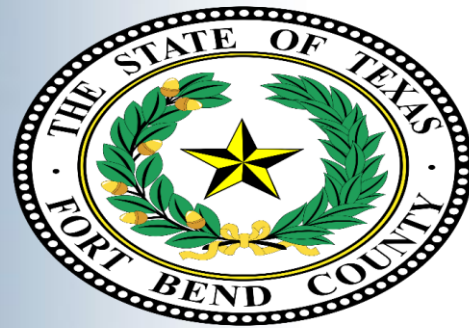
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Robert E. Sturdivant, County Auditor

Exhibit A: Carahsoft's Response to ServiceNow Statement of Work

# EXHIBIT A

CARASOFT 'S RESPONSE TO THE

# Fort Bend County



## ServiceNow Statement of Work

Carahsoft SOW SN111022  
Carahsoft Quote # 36693766

### ServiceNow Implementation Services IT Service Management, IT Asset Management, and IT Operations Management with Integrations

Thursday  
November 10, 2022

**servicenow**<sup>™</sup>

**CARASOFT TECHNOLOGY CORP.**  
11493 Sunset Hills Road, Suite 100  
RESTON, VA 20191

888.66. CARAH | [WWW.CARASOFT.COM](http://WWW.CARASOFT.COM)

# 1. OVERVIEW

This Statement of Work (hereinafter referred to as “SOW”) effective as of November 10, 2022 (“Effective Date”), by and between Fort Bend County (hereinafter “Client”) and Carahsoft Technology Corporation. (hereinafter “Carahsoft”) each individually a “Party” and collectively the “Parties”, is a binding agreement for Services entered into pursuant to and governed by the terms and conditions of the TX DIR-TSO-4288 by and between the Parties.

In the event of a conflict or inconsistency between the terms and conditions of the TX DIR-TSO-4288 and this SOW, the terms and conditions of DIR shall govern.

Fort Bend County has an entry level ticketing system today with limited functionality, zero digital workflows, siloed processes, and not meaningful personas-based reports/dashboards. To that end, Fort Bend County is standardizing the County on the Now platform beginning with ITSM, ITAM, ITOM, and integrations.

## Business Drivers

- Metrics not available to help drive the future of the county
- Provide lower-cost options to support the county
- ITSM processes are siloed today
- Difficulty understanding the impact of Changes to Fort Bend County’s environment

## Desired Project Outcomes

- Provide leadership actionable reporting to make informed business decisions
- Achieve call deflection and increase speed and MTTR with Portal and Knowledge
- Reduce risk and possible outages with an integrated proper change process tied to a CMDB

This SOW includes deliverables for the following:

### Phase 1

- Core Setup
- Duo Two Factor Authentication
- Incident Management
- Change Management
- Knowledge Management
- Request Management and Service Catalog
- Employee Center
- Mobile Agent

### Phase 2

- CMDB
- ServiceNow Discovery
- Software Asset Management Professional
- Hardware Asset Management Professional
- Procurement Management
- Integrations
- SCCM Service Graph Connector
- SolarWinds Service Graph Connector
- AirWatch via REST

## 2. SERVICES & DELIVERABLES

### Configuration of ServiceNow

During this implementation, InSource will be responsible for the setup and configuration of the defined ServiceNow applications, modules, and features to achieve the Business Requirements. InSource will leverage out-of-box (OOB) standard configurations as much as possible. However, if customizations are needed, InSource will discuss the extent of these customizations based on the defined requirements, make recommendations, and take action on Fort Bend County decisions.

### Phase 1

### Core Configuration

#### Description

- Core setup includes the general ServiceNow environment configuration, including branding and global properties such as date formatting, currency, emails...etc.
- The ServiceNow LDAP/AD integration is used to create and maintain user profiles as well as include Active Directory security groups utilizing existing LDAP/AD services
- An SSO Integration can be established within ServiceNow to facilitate user authentication and streamline the login process

#### Implement

#### Implementation

### Core Configuration

- Conduct one (1) workshop to gather functional and technical requirements for the core setup of the ServiceNow instance
- Configure the baseline ServiceNow instance branding to include the Fort Bend County company logo and colors.
- Configure the ServiceNow system properties for baseline time/date and currency preferences
- Configure the email address <instance name>@service-now.com for all Outbound and Inbound email.
- Configure one (1) standard email layout for all outbound email sent from ServiceNow, including a header with the Fort Bend County logo.
- The default ServiceNow security model (Roles) will be used to provide the appropriate level of access to the in-scope applications. Custom Roles to specific applications, tables or data are not included.

### LDAP/ Active Directory (AD) Integration

- Conduct one (1) workshop to gather functional and technical requirements for the LDAP/Active Directory (AD) integration.
- Configure one (1) LDAP/AD integration for one (1) LDAP source/AD domain to supply User, Group, and Group Membership information to ServiceNow
- Configure one (1) ServiceNow MID Server to establish a secure connection between the Fort Bend County LDAP source/Active Directory and ServiceNow
- Configure the LDAP/AD integration to pull up to thirty (30) attributes for LDAP /AD object data

### Single Sign-On (SSO) Integration

- Conduct one (1) workshop to gather functional and technical requirements for the Single Sign-On (SSO) Integration.
- Configure one (1) Identity Provider (Ex. ADFS/SAML, Azure, Okta...etc.) to authenticate users to the ServiceNow platform

### Assumptions

- Fort Bend County will leverage one Directory Services source for populating users and organization
- Fort Bend County will leverage one SSO solution for authenticating to and logging in to ServiceNow
- SSO identity provider must support SAML 2.x+ authentication
- SSO identity provider configuration and metadata will be provided by Fort Bend County

## **Incident Management**

### Description:

Incident Management aims to restore service to normal operational levels as quickly as possible. ServiceNow enables organizations to record incidents, classify based on categories and subcategories, prioritize according to impact and urgency, assign to appropriate groups, resolve and notify the caller.

### Implement

- Conduct one (1) workshop to review ServiceNow Incident Management OOB processes, application functionality and introduce configuration areas
- Conduct one (1) workshop to gather and document functional and technical specifications for Incident Management
- Review Incident Management requirements and configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration/development
- Configure one (1) Self-Service form (Record Producer) that will capture text, user information, and attachments for Incident submission to the Service Desk
- Configure email sent to the system inbox to create Incidents with default assignment and categorization
- Configure the Incident form to ensure appropriate information is being collected and accessible, including up to five (5) new fields to capture client-specific information (i.e., Caller's Phone Number, Employee ID, On Behalf of)
- Configure the automated Prioritization based on the selected Impact and Urgency of an Incident
- Configure the Automated Assignment based on the Category and Subcategory of an Incident
- Configure up to ten (10) Incident Management Service Level Agreements (SLAs)
- Configure up to five (5) automated email notifications for Incident Creation, Assignment, Commenting, Resolution, and Closure using fields obtained on an Incident record
- Configure one (1) Inbound Email Action (Creation of Incidents by email)
- Configure the creation of related Problems, Knowledge Articles, Child Incidents, Service Catalog Requests, and Change Requests directly from an Incident form
- Review/leverage OOTB Incident Management Dashboard(s) and reports
- Configure up to three (3) new Incident Management reports

### Assumptions

- Fort Bend County does not require the use of Major Incident Management

## **Change Management**

### Description

- Change Management is the method to control the rapid pace of change needed by a business without causing unplanned interruption in the environment.

- Implementation support for Change Management will provide a centralized system for logging, approving, and auditing of changes.
- The implementation can be used as the foundation for future advanced workflow development for Change Management to facilitate full automation.

#### Implement

- Conduct one (1) workshop to review Change Management OOB processes, application functionality and introduce configuration areas.
- Conduct one (1) workshop to gather and document functional and technical specifications for Change Management
- Review Change Management requirements/configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration/development
- Configure the Change form to ensure appropriate information is being captured and accessible, including up to five (5) new fields to capture client-specific information
- Configure up to five (5) automated email notifications for Change Assignment, Approval, Commenting, and Closure using fields captured on a Change Request
- Review / leverage the three (3) OOB Change Management Processes (Types): Standard, Normal, Emergency
- Configure one (1) Standard Change Process with up to five (5) Standard Change Templates
- Configure one (1) Normal Change Process with the support of Technical Approval, CAB (Change Advisory Board) Approval, Implementation, Post-Implementation, and Review steps
- Configure one (1) Emergency Change Process with the support of CAB (eCAB) Approval, Implementation, Post-Implementation, and Review steps
- Configure up to five (5) Change Approvals to be managed through groups
- Configure up to five (5) Maintenance Windows for Change Management
- Configure up to three (3) Risk Conditions for Change Management
- Review/leverage OOTB Change Management Dashboard
- Review/leverage OOTB Change Management reports
- Configure up to six (6) new Change Management reports

#### Assumptions

- Fort Bend County does not require the use of CAB Workbench, additional Change Request Types, or Risk Assessments

## **Knowledge Management**

#### Description

- Knowledge Management (KM) orchestrates the knowledge lifecycle, helps capture knowledge, increases knowledge sharing, and presents relevant information to support the various ITIL processes.

#### Implement

- Conduct one (1) workshop to review ServiceNow KM OOB processes, application functionality and introduce configuration areas.
- Conduct one (1) workshop to gather and document functional and technical specifications for Knowledge Management
- Review KM requirements and configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration/development

- Configure up to two (2) Knowledge Bases will be configured to support Service Desk and Self-Service Knowledge Functionality
- Configure up to ten (10) Knowledge Categories per Knowledge Base
- Review and leverage the Knowledge baseline publishing and retirement workflows
- Review/leverage baseline functionality for user feedback on Knowledge Articles, including commenting, '5-star' rating, and the ability to mark an article as helpful
- Configure the ability to draft Knowledge Articles upon Closure of an Incident
- Configure/integrate Knowledge Portal functionality into the Employee Center to as to provide a fluid user experience
- Configure up to five (5) automated email notifications for KM
- Review/leverage OOTB KM Dashboard(s)
- Review/leverage OOTB KM reports
- Configure up to three (3) new KM reports
- InSource will work with the Knowledge Managers to migrate up to five (5) Knowledge Articles; this will transfer knowledge to the client's team so they can provide ongoing support for KM

#### Assumptions

- Fort Bend County does not require the migration of existing Knowledge Articles from existing Knowledge solutions to ServiceNow

## **Request Management and Service Catalog**

### Description

- The Service Catalog establishes standardized catalogs of goods and services provided to the organization's supported business units and employees. It also enables online browsing of requests for goods and services.

### Implement

- Conduct one (1) one workshop to review Service Catalog/Request Management processes, application functionality and introduce configuration areas
- Conduct one (1) one workshop to gather functional and technical specifications for the configuration of the Service Catalog/Request Management applications
- Review Service Catalog/Request Management requirements / configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration / development
- Configure one (1) Service Catalog to support Self-Service browsing, submission, and tracking of Requests (through ServiceNow standard interface and Employee Center)
- Utilize the baseline Request Management forms (Request, Requested Item and Catalog Task) to display appropriate information
- Configure up to ten (10) Service Catalog Items. Each Service Catalog Item may include:
  - Up to ten (10) request form variables to collect information from the user submitting the request (requestor)
  - Configuration of User Criteria to only expose catalog items to those who can request the service
  - Configure up to five (5) unique fulfillment flows each with up to ten (10) flow activities (approvals/catalog tasks/notifications)
- Flows will be created using Flow Designer
- Configure up to five (5) automated email notifications for Request Creation, Approval, Assignment, Commenting, and Closure of a Request
- Configure up to two (2) Order Guides (catalog item bundling into a single request)
- Review/leverage OOTB Request Management Dashboard(s) and reports

- Configure up to three (3) new Service Catalog/Request reports

#### Assumptions

- If Cart, Wish List, Quantity, Cost, Bundles, and/or Delivery Time functionality is desired, they will be implemented using baseline functionality
- Fort Bend County does not require the use of IntegrationHub or any integrations to 3rd party systems in the fulfillment of a Request/ requested Item

## **Employee Center**

#### Description

- ServiceNow Employee Center portal is a standard multi-department, dynamic portal for service delivery and employee engagement.

#### Implement

- Conduct one (1) workshop to demo/review ServiceNow Employee Center portal functionality
- Conduct one (1) workshop to gather and document functional and technical specifications for the Employee Center portal
- Review Employee Center portal requirements / configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration / development
- Leverage the ServiceNow Branding Editor to design/brand the Fort Bend County Employee Center portal including Branding updates, including Logo, Imagery, and Site-Colors using the Employee Center portal "Branding Editor"
- Review and configure the OOB Employee Center portal pages (Homepage, Topic Page, Request Page, Knowledge Page, Status Page, etc), including the addition, configuration, and removal of ServiceNow out-of-box functionality using the ServiceNow "Portal Designer"
- Clone up to five (5) out-of-box (OOB) ServiceNow widgets to add personalization and minor changes to the source code
- Configure one (1) unified taxonomy to provide a framework for mapping Catalog Items, Knowledge Articles and Quick Links
- Configure one (1) footer for the Employee Center portal, which will be applied to all pages
- Review / leverage the baseline Portal Usage Dashboard to gain an understanding of customer traffic, their interests, and needs

#### Assumptions

- Fort Bend County will provide a corporate branding / style guide for use in designing the Employee Center portal
- Fort Bend County does not require any custom web development in the Employee Center portal
- Fort Bend County does not require any custom topic templates. All topic pages will use the same template

## **Mobile Agent**

#### Description

- Mobile Agent allows fulfillers to work tasks, update records, and manage approvals from their mobile devices.

### Implement

- Conduct one (1) workshop to review Mobile Agent OOB processes, application functionality and introduce configuration areas
- Conduct one (1) workshop to gather and document functional and technical specifications for Mobile Agent
- Review Mobile Agent requirements/configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration/development
- Leverage the OOB Mobile Agent App
- Configure up to three (3) Navigation Bar Tabs (Rename, reorder, update icons)
- Configure the applet layout of up to three (3) OOB Applet Launchers (My Work, My Team's Work)
- Configure up to four (4) OOB Applets (My Incidents, Unassigned Incidents, etc.), including modifications to list filters and form content
- Configure one (1) Mobile Theme to swap the default color scheme of the Mobile Agent app with Fort Bend County's color scheme. This does not include any changes to the app icon or splash screen

### Assumptions

- OOB baseline functionality will be leveraged, and no customization will be required for configuration in order to achieve the updates
- Fort Bend County does not require Mobile Publishing. Changes to the mobile app icon and splash screen are out-of-scope and will remain ServiceNow branded
- Fort Bend County does not require any custom applets or applet launchers

## Phase 2

### **Configuration Management (CMDB)**

#### Description

- The Configuration Management Database (CMDB) tracks and manages all Configurations Items deployed or held in reserve, manages Configuration Item (CI) relationships. The CMDB (which contains all CIs) is the foundation for ITIL disciplines including incident, problem, and change processes.

#### Implement

- Conduct one (1) workshop to review ServiceNow Configuration Management OOB processes, application functionality and introduce configuration areas.
- Conduct one (1) workshop to gather high-level functional and technical specifications for the configuration of the ServiceNow Configuration Management application.
- Conduct up to number (5) breakout sessions to:
  - Review CI class specific OOTB data fields and CI class options
  - Determine Fort Bend County specific data requirements and ongoing data population of each CI class
  - List of CI Classes
- Configure the CI Class Manager with up to number (5) Principal CI Classes
- Configure the Configuration application menu with list view modules for each Principal CI Class
- Review/Install the CMDB Health Dashboard
- Review/leverage OOTB Configuration Management dashboard
- Review/leverage OOTB Configuration Management reports
- Configure up to three (3) additional Configuration Management reports
- Review/leverage the ServiceNow best practice CMDB process guide. The Fort Bend County Configuration Management process guide will include:

- Configuration Management (CM) Process Guide
- CMDB RACI Matrix / Skill Matrix
- Operational tasks for ongoing CMDB maintenance (e.g., remediate CI duplicates)

#### Assumptions

- Fort Bend County does not require the use/integration of a 3rd party credential management or privileged access solution to gain appropriate access to in-scope CI classes
- Fort Bend County will not require customization to the permissions/ACLs that are OOB as it relates to the CMDB
- Fort Bend County will leverage Discovery, SCCM, and SolarWinds to help populate the ServiceNow CMDB CI Classes

## **ServiceNow Discovery**

#### Description

- ServiceNow Discovery finds applications and devices on your network, and then updates the CMDB with the information it finds

#### Implement

- Conduct one (1) workshop to review ServiceNow Discovery OOB processes, application functionality and introduce configuration areas
- Conduct one (1) workshop to gather high-level functional and technical specifications for the configuration of the ServiceNow Discovery application
- Configure up to four (4) ServiceNow MID Servers to execute Discovery schedules/jobs
- Configure ServiceNow Discovery to populate up to number (5) of CI Classes using ServiceNow provided patterns/probes.
- Configure Discovery to connect and scan the Fort Bend County Azure environment
- Configure up to 70 Discovery schedules
- Configure the vCenter Event Collector for up to three (3) vCenters
- Configure / review CI Class data reconciliation, data precedence and data refresh rules
- Review / leverage dependency diagrams generated by Discovery for in-scope CI classes
- Review / leverage OOTB Discovery Dashboard
- Review / leverage OOTB Discovery reports

#### Assumptions

- Fort Bend County does not require the use/integration of a 3rd party credential management or privileged access solution to gain appropriate access to in-scope CI classes
- Fort Bend County will provide any SMEs, process owners, configuration management expertise required to deliver technical and functional information to InSource for this implementation project
- Fort Bend County will provide credentials with proper rights to discover CIs
- Fort Bend County will setup firewall rules to permit communication between Discovery & CIs

## **HAM Pro**

#### Description

- Asset Management integrates the physical, technological, contractual, and financial aspects of information technology assets.

- Asset Management goals includes controlling inventory, reducing purchasing and maintenance costs, life cycle management, improving service delivery, and creating standards and processes for managing assets.
- Asset Management and Configuration Management (CMDB) are related, but have different goals. Asset Management focuses on the financial tracking of company property. Configuration Management focuses on building and maintaining elements that create an available network of services.
- HAM Pro provides automated hardware model normalizations, advanced workflows, lifecycle phases from various publishers (vendors), and insight with advanced reporting.

#### Implement

- Processes in scope include:
  - Hardware Asset Inventory, including Stock Management
    - Receiving Assets
    - Maintain Asset Portfolio
    - CI (Configuration Item) status accounting and reporting process
    - Retire Assets
- Review skills matrix (RACI, roles, training, experience, operational tasks)
- Assets will be populated via SN Discovery, SCCM, SolarWinds and AirWatch (see the CMDB w/ SN Discovery and integration section of this SOW)
- Data normalization setup
- Populate Asset data via data load; up to three (3) data imports ; includes configuration of import and transform map with up to thirty (30) fields; Asset data includes the following:
  - Vendor data
  - Contract data
  - PO data
  - Warranty data
- Establish accurate data synchronization between assets and configuration items, to support both Asset and Configuration Management processes; this activity involves the creation of CI records in the CMDB for each CI that has previously been identified as part of the CMDB design
- Leverage OOB (out-of-box) hardware asset classes (i.e., hardware, consumable) and model categories (i.e. computer, server)
- Leverage the OOB Flows (HW disposal, request, and bulk stock orders) and configure minor modifications
- Leverage OOB Asset Tasks (deploy, swap, retire) when hardware assets are associated with other record types (i.e., IMACs, new laptop requests, broken printer that needs to be replaced) which can automatically update asset states
- Define and configure up to four (4) Stock Rooms with up to four (4) Stock Room Rules reach
- Define and configure a maximum of two (2) Asset and Configuration related forms/views
- Define and configure up to six (6) Asset inventory reports and up to one (1) Asset related dashboard
- Define and configure a maximum of three (3) Asset email notifications

#### Assumptions

- Data loads will be onboarded with a one-time CSV/excel import; client will be provided a template and will be responsible for data normalization and reconciliation within that template (prior to the data load); client is also responsible for data validation after import is complete; subsequent loads will be the responsibility of the client
- Fort Bend County will designate one single accountable process owner
- Out of scope: Integration with a Mobile Device Management (MDM) system, Cost Centers or chargebacks

## SAM Pro

### Description

- The ServiceNow Software Asset Management (SAM) Pro application systematically tracks, evaluates, and manages software licenses, compliance, and optimization. Organizations can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

### Implement

- Conduct two (2) workshop to review ServiceNow Software Asset Management processes, application functionality and introduce configuration areas.
- Conduct one (1) workshop to gather functional and technical specifications for the configuration of the ServiceNow Software Asset Management application.
- Conduct four (4) workshop to define Software Asset Management data sources.
- Install up to Software Asset Management Publisher Packs for:
  - Microsoft
  - Adobe
  - Citrix
  - VMware
- Leverage Out of the Box software normalization for up to one hundred (100) software models (includes the Publisher and Product); InSource will transfer knowledge to Fort Bend County so they may complete normalization and continue with the ongoing Product Model Management process
- Review and update up to five (5) out of the box Software Asset Management reports
- Review and update up to one (1) out of the box Software Asset related dashboards
- Review and leverage the Software Asset Management Overview Dashboard
- Review and leverage the Publisher Overview Dashboard
- Configure the Software License Workbench for all in scope Publishers and Products
- Review the License Position Report
- Perform up to three (3) imports of up to fifty (50) Software Entitlements per import via pre-defined entitlements template (.xlsx); resolve Entitlement Import Errors
- Resolve Entitlement Import Errors
- Configure up to three (3) Blacklisted Software Models
- Configure up to three (3) Software Usage Reclamation Rules
- Configure Software Asset Management Properties
- Leverage Software Asset Management Roles / Security
- Define and configure a maximum of three (3) Software Asset email notifications

### Assumptions

- Fort Bend County has implemented Configuration Management and discovery sources are populating the CMDB
- Fort Bend County is responsible for the implementation of API integrations to obtain user subscription data to support SaaS License Management
- Fort Bend County does not require customizations or configurations against the Software Asset Management Workspace
- Fort Bend County is using Microsoft SCCM 2012 or later
- Fort Bend County is responsible for ensuring SCCM metering and edition identification is configured for all in-scope reclamation models
- Fort Bend County does not require the use of Software Spend Detection

- Fort Bend County will provide subject matter expertise support for contract / entitlement data to populate software entitlements
- Fort Bend County will leverage the Software Asset Management Content Service
- Out of scope: Orchestration of automated tasks via 3rd party applications

## Procurement

### Description

- The ServiceNow Procurement application enables an organization to create purchase orders and to obtain items for fulfilling service catalog requests as part of the request fulfillment process.

### Implement

- Two (2) requirements workshop to gather functional and technical Business Requirements for Procurement
- Configure the Purchase Order form
- Configure the Transfer Order form
- Review the out-of-the-box states for Purchase Orders and Transfer Orders
- Configure Purchase Order and Transfer Order notifications
- Configure Procurement Roles / Security
- Review the out-of-the-box Procurement Overview Dashboard. Add additional out-of-the box reports as necessary
- Review the out-of-the-box Procurement Reports

### Assumptions

- Fort Bend County will configure ServiceNow Stockrooms to support the receiving of assets from vendors based on Purchase Orders and to support Transfer Orders between Fort Bend County stockrooms
- Fort Bend County has already implemented the population of Vendors into the ServiceNow platform
- Fort Bend County has already implemented the population of Locations into the ServiceNow platform
- Fort Bend County has already implemented the population of Departments into the ServiceNow platform

## Integration – SCCM Service Graph Connector

### Implement

- Conduct one (1) workshop to review ServiceNow SCCM Service Graph Integration functionality and introduce configuration areas and to gather and document functional and technical specifications.
- Review SCCM Service Graph Integration requirements/configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration/development
- Configure the ServiceNow provided unidirectional Service Graph integration between Fort Bend County's ServiceNow instance and Fort Bend County's SCCM solution
- Analysis of the data source(s), data workflow and integration triggers that define the integration
- Mapping of the CMDB and Configuration record data to be transferred between Fort Bend County's SCCM solution and Fort Bend County's ServiceNow via the integration
- The integration will be used to transfer up to thirty (30) data attributes for each in scope CI class between Fort Bend County's SCCM solution and Fort Bend County's ServiceNow

### Assumptions

- Fort Bend County's implementation of SCCM is accessible to ServiceNow MID servers

- Fort Bend County will leverage the OOTB SCCM Service Graph Connector fields from SCCM for each CI class and does not require any customizations to the Service Graph Connector
- Fort Bend County will make available the SMEs, process owners, and technical resources, which know and can configure the 3rd party system for integration purposes
- Establishing the integration does not require the use / integration of a 3rd party credential store

## **Integration – SolarWinds Service Graph Connector**

### Implement

- Conduct one (1) workshop to review ServiceNow SolarWinds Service Graph Integration functionality and introduce configuration areas and to gather and document functional and technical specifications.
- Review SolarWinds Service Graph Integration requirements/configuration parameters and obtain Fort Bend County approval signoff prior to ServiceNow configuration/development
- Configure the ServiceNow provided unidirectional Service Graph integration between Fort Bend County's ServiceNow instance and Fort Bend County's SolarWinds solution
- Analysis of the data source(s), data workflow and integration triggers that define the integration
- Mapping of the CMDB and Configuration record data to be transferred between Fort Bend County's SolarWinds solution and Fort Bend County's ServiceNow via the integration
- The integration will be used to transfer up to thirty (30) data attributes for each in scope CI class between Fort Bend County's SolarWinds solution and Fort Bend County's ServiceNow

### Assumptions

- Fort Bend County's implementation of SolarWinds is accessible to ServiceNow MID servers
- Fort Bend County will leverage the OOTB SolarWinds Service Graph Connector fields from SolarWinds for each CI class and does not require any customizations to the Service Graph Connector
- Fort Bend County will make available the SMEs, process owners, and technical resources, which know and can configure the 3rd party system for integration purposes
- Establishing the integration does not require the use / integration of a 3rd party credential store

## **Integration – AirWatch via REST**

### Implement

- Conduct one (1) workshop to review ServiceNow REST Integration capabilities and introduce configuration areas.
- Conduct one (1) workshop to gather the functional and technical requirements of the Service Now / AirWatch integration
- Conduct one (1) workshop to design and document the technical specifications of the Service Now / AirWatch integration
- Review and determine the details regarding the roles each system will play and the integration requirements to support those details during requirements Workshops.
- Review / leverage ServiceNow's IntegrationHub REST Step to perform web services actions
- Configure the ServiceNow IntegrationHub and utilize the REST Step to perform up to three (3) action(s) /tasks which will be determined during Workshops:
- Configure Flow Designer to automate the actions (tasks) within AirWatch integration
- Configure up to two (2) Flows or subflows with up to ten (10) actions per flow or subflow
- Configure up to three (3) custom actions with up to five (5) action steps per action

- Configure a Connection record and Credential Alias to be used within the custom action's REST Steps to integrate with AirWatch. The alias record will establish the connection between both systems. Integration will require credentials provided by Fort Bend County

### Assumptions

- Fort Bend County's implementation of AirWatch includes a publicly available and published API which can provide the data required for the integration
- The AirWatch integration will require credentials and authentication details provided by Fort Bend County
- Fort Bend County owns ServiceNow IntegrationHub licensing
- Fort Bend County will make available the SMEs, process owners, and technical resources, which know and can configure the 3rd party system for integration purposes
- Fort Bend County will provide Request and Response payload examples for all in-scope web service calls.
- InSource will provide and Fort Bend County will complete a ServiceNow integration survey prior to the first workshop
- Fort Bend County will complete integration templates and requirement information as requested and where applicable
- Fort Bend County will be responsible for reviewing the results of the integration and validating the process and data quality of the integration
- The ServiceNow to AirWatch integration will populate the CMDB with handheld devices
- Fort Bend County's implementation of AirWatch includes a publicly available and published API

### **Training**

#### **User Training**

The primary consumers of User Training are those who will be opening, working (fulfilling), and completing tasks within ServiceNow. User Training can be delivered to a corporate trainer in a Train-the-Trainer format, or directly with fulfiller groups.

InSource will provide user process training to Fort Bend County on the following applications:

- Incident Management
- Change Management
- Knowledge Management
- Request Management and Service Catalog
- HAM Pro
- SAM Pro
- Procurement

The training deliverables (per application listed) are:

- One (1) Training session per application; each session duration is approximately 1.5 – 2 hours.
- Sessions include a live demonstration of the process within the client's instance; sessions may be recorded by the client for future use.
- Presentation slide deck(s) for the processes noted, plus any content needed to describe supporting applications (i.e., Service Portal).

## Knowledge Transfer

The primary consumers of Knowledge Transfer (KT) are members of the Fort Bend County internal ServiceNow support team (system administrators and/or developers). InSource will transfer knowledge of key configurations made and areas that may require ongoing support or maintenance.

InSource will provide KT to Fort Bend County on the following applications:

- Core Setup
- Incident Management
- Change Management
- Knowledge Management
- Request Management and Service Catalog
- Employee Center
- Mobile Agent
- CMDB
- ServiceNow Discovery
- HAM Pro
- SAM Pro
- Procurement
- SCCM Service Graph Connector
- SolarWinds Service Graph Connector
- AirWatch REST integration

The KT deliverables (per application listed) are:

- One (1) KT session per application; each KT session duration is approximately 1 hour.
- Sessions include a live demonstration of configuration areas for ongoing support and maintenance within the client's instance; sessions may be recorded by the client for future use.

## Other Training Options

If the client requests changes to the defined training deliverables, they will be handled as a gap in scope. Examples of scope changes are the additional audiences, additional sessions, or other materials such as videos, hands-on labs, user documentation, reference guides.

## 3. PROJECT TIMELINE

Phase 1

Milestone	Target Weeks
<b>Initiation</b> <ul style="list-style-type: none"> <li>○ Welcome Call</li> <li>○ Project Kick Off Meeting</li> <li>○</li> </ul>	Week 1
<b>Planning</b> <ul style="list-style-type: none"> <li>○ Process Workshop</li> <li>○ Business Requirements Workshop</li> <li>○ Configuration Review &amp; Gap Analysis</li> </ul>	Weeks 1 – 4

○	
<b>Execution, Monitoring &amp; Control</b> <ul style="list-style-type: none"> <li>○ InSource Configuration &amp; Unit Testing</li> <li>○ Prototype Review Session</li> <li>○ Fort Bend County UAT (2 weeks)</li> <li>○ Training &amp; Knowledge Transfer</li> <li>○</li> </ul>	Weeks 5 - 15
<b>Go Live</b> <ul style="list-style-type: none"> <li>○ Deployment Readiness Review</li> <li>○ Go-Live</li> <li>○</li> </ul>	Week 16
<b>Post Go Live Support / Closure</b> <ul style="list-style-type: none"> <li>○ Deployment &amp; Go-Live Support (2 weeks)</li> <li>○ Project Closure</li> </ul>	Weeks 17 - 18

Phase 2

Milestone	Target Weeks
<b>Initiation</b> <ul style="list-style-type: none"> <li>○ Welcome Call</li> <li>○ Project Kick Off Meeting</li> <li>○</li> </ul>	Week 19
<b>Planning</b> <ul style="list-style-type: none"> <li>○ Process Workshop</li> <li>○ Business Requirements Workshop</li> <li>○ Configuration Review &amp; Gap Analysis</li> <li>○</li> </ul>	Weeks 20 - 22
<b>Execution, Monitoring &amp; Control</b> <ul style="list-style-type: none"> <li>○ InSource Configuration &amp; Unit Testing</li> <li>○ Prototype Review Session</li> <li>○ Fort Bend County UAT (2 weeks)</li> <li>○ Training &amp; Knowledge Transfer</li> <li>○</li> </ul>	Weeks 22 – 39
<b>Go Live</b> <ul style="list-style-type: none"> <li>○ Deployment Readiness Review</li> <li>○ Go-Live</li> <li>○</li> </ul>	Week 40

\* Note: Typical project kick off occurs 3 – 5 weeks following SOW signature to allow for staffing and initial planning.

## 4. INSOURCE APPROACH

### Initiation

#### Statement of Work

This SOW is a collaboration between InSource and Fort Bend County to ensure that it appropriately details the actions and description of the specific services and deliverables, expectations, and tasks that the parties will be required to perform.

#### Project Charter

Upon completion of the SOW, InSource's Project Management Office (PMO) will develop a Project Charter that will define the purpose of the project, key participants and roles, governance roles and cadence for oversight and review.

#### Project Plan & Schedule

The following are the initial set of project milestones related to this implementation project. The milestones will be reviewed during the project as part of the governance and oversight. Adjustments to the milestones may occur based on reviews with the project team and identification of any gaps in scope.

#### Welcome Call

InSource will facilitate an introductory Welcome Call between leadership and project managers from both Parties to review the project plan and schedule. To ensure alignment and understanding of the purpose and scope of this project, the identified participants from both Parties should attend. Please see the section "Implementation Roles & Responsibilities" for details.

#### Project Kick Off

InSource will facilitate a Project Kick Off meeting to launch the project and review the project plan and schedule. To ensure alignment and understanding of the purpose and scope of this project, the identified participants from both Parties should attend. Please see the section "Implementation Roles & Responsibilities" for details. InSource may ask Fort Bend County to complete a series of Assessments to better prepare both Parties for the Business Requirements Workshops.

### Planning

#### Business Requirements

InSource will structure Business Requirements Workshops based on the scope as defined in the Services & Deliverables section of this SOW. The purpose of the workshops will be to:

- Review and demonstrate ServiceNow application functionality to facilitate the gathering of requirements
- Gain an understanding of the business process
- Recommend best practices based on past proven best practices
- Review of client provided current state or process documentation
- Gather and document functional and technical Business Requirements
- Document client's acceptance criteria for the requirements
- Document gaps between Business Requirements and SOW

## Configuration Review & Gap Analysis

InSource will conduct a Configuration Review session after the Business Requirements Workshops are complete.

The purpose of the session will be to:

- Review Business Requirements
- Document and provide a Gaps Analysis
- Determine if a Project Change Request (PCR) to add/remove scope is required
- Track decisions and make adjustments to project
- Obtain client affirmation and sign-off of all configuration areas
- Create Visual Task Board (VTB) cards for development and testing

The Gap Analysis will affirm that the Business Requirements gathered during the workshops are In-Scope or Out-of-Scope.

“In-Scope” as defined by the Deliverables & Services:

- Business Requirements that are fully aligned with the **Services & Deliverables** and the capabilities of the application. ServiceNow will be configured to meet the Business Requirements.

“Out-of-Scope” as defined by the Deliverables & Services:

- Business Requirements that are not aligned with the **Services & Deliverables** and the capabilities of the application. Gaps in scope and their impacts will be presented to the client.

The Gap Analysis will include:

- Impact on meeting the Services & Deliverables and the expected business result.
- Capability of the ServiceNow application(s) and the implication on the user experience.
- Cost and schedule implications to add/remove the gap item(s) to/from the scope of this SOW.
- Cost and schedule implications to defer the gap item(s) to a subsequent phase and separate SOW.

Fort Bend County will decide the course of action which may include but is not limited to:

- Add/remove the gap item(s) to/from the scope of the defined Services & Deliverables via a Project Change Request (PCR) to declare it In-Scope.
- Defer the gap item(s) to a subsequent project, revision, or future enhancement and declare it Out-of-Scope.
- Determine that the gap item is not needed, and no action required.

InSource requires Fort Bend County’s validation of the Business Requirements as well as decisions for all gap items. InSource must obtain client sign-off before configuration can begin.

## Fort Bend County Readiness Assessment

Fort Bend County should assess the readiness of their organization to accept changes that are required to make this project successful. Clients with Organizational Change Management (OCM) teams may already have a readiness assessment as part of their OCM program, however, all clients should prepare for changes to their processes, people, and products (tools). InSource recommends Fort Bend County to perform activities such as:

- Current vs. Future State Analysis
- Impact Analysis
- Stakeholder Analysis
- Initial rollout audience selection
- Risk Assessment

- Transformation Model (i.e., organizational change, communication, marketing plan, training plan)
- Implement the revised model prior to deployment

Readiness and organizational change are the responsibility of Fort Bend County. Should Fort Bend County require OCM services from InSource, the additional scope will be tracked as a gap unless included in the Services & Deliverables section of this SOW.

## Deployment Plan

By thoroughly planning for deployment and go-live, InSource aims for the highest levels of success and user satisfaction, all while reducing risks and fostering healthy communication. The InSource Deployment Plan includes:

- The defined and agreed upon deployment plans.
- Key Fort Bend County communication plan activities and dates that will prepare their organization for change.
- Fort Bend County processes for application development and release that requires adherence.
- Any Fort Bend County user access & security policies that require adherence.
- Verification InSource unit testing and Fort Bend County user testing has completed.
- Define the path to promote configurations to the Production environment.
- Define Production environment testing as well as a back out plan.
- Record and manage deviations, risks, contingencies, and issues related to the deployment, track decisions and actions.
- Adjust the schedule and planned Go-Live date, if necessary.

## Execution

### Authorization to Proceed

InSource will request Fort Bend County to authorize the approval to begin each stage of the project. This authorization will be presented as a “Verification and Authorization to Proceed” request. Fort Bend County’s response will be provided to InSource within three (3) days of the InSource’s request. The execution of this SOW authorizes the Initiation phase of the project.

### Configuration

InSource’s technical team will configure Fort Bend County’s ServiceNow instance to meet the Business Requirements.

### Unit Testing

InSource will unit test all configurations and verify they meet the Fort Bend County’s acceptance criteria as defined in the Business Requirements. InSource will conduct unit testing of the applications and modules individually and together as they support the requirements. Unit Testing does not replace or serve as User Acceptable Testing; please see the section “User Acceptance Testing” for details.

### Prototype Review

InSource will conduct a Prototype Review. The purpose of this session will be to:

- Trace business requirements to the prototype model via demonstration within Fort Bend County’s instance.
- Document gaps between Prototype and Business Requirements.

- Provide a Gap Analysis.
- Determine if a Project Change Request (PCR) to add/remove scope is required.
- Track decisions and make adjustments to project.
- Obtain client affirmation and sign-off of all configuration areas.
- Update VTB cards tracking development, testing, and remediation.

## User Acceptance Testing

User Acceptance Testing (UAT) is critical to the success of this project and InSource urges Fort Bend County to plan as early as possible. UAT will be conducted by Fort Bend County for the purpose of **defect identification and remediation**. Fort Bend County is responsible for:

- Creating test cases for UAT to verify the configurations support Fort Bend County processes.
- Assigning resources to perform UAT that understand their processes and can confirm test cases against expected ServiceNow application(s) behavior.
- Training Fort Bend County resources on how to use ServiceNow, navigate test cases, and report defects to InSource.
- Reporting defects to InSource and retesting the remediation of those defects.
- Planning for these activities before the planned UAT date.

InSource's unit testing does not serve as the client's UAT; however, InSource will perform unit testing against the acceptance criteria collected during Requirements Workshops. **During UAT, any requests for features or functionality that were not originally collected as requirements (non-defects), will be considered an enhancement request and handled as a gap in scope.**

InSource is responsible for remediating defects reported by Fort Bend County. If Fort Bend County requires a UAT period longer than the standard two (2) weeks, they may request a change to the project plan. If Fort Bend County requires additional remediation support from InSource, a work effort increase can be discussed as a gap unless included in the Services & Deliverables section of this SOW.

UAT training is not provided by InSource by default; it is expected that members of the Fort Bend County project team will perform UAT and/or will train other users to participate in UAT.

## Training

Prior to the planned training date(s), InSource will review the client's specific needs against the requirements defined in the Services & Deliverables. During this review, the InSource Training team and Fort Bend County will confirm the scoped training sessions, intended audiences, and types of training most suited for maximum adoption of the platform. InSource encourages working with client corporate trainers and is favorable to a Train-the-Trainer approach. InSource will also track any gaps in training scope.

## Deployment Readiness Review

InSource and Fort Bend County will review Go-Live readiness which includes all elements critical to completing a successful deployment and determine if all milestones and tasks are on target. The Deployment Readiness Review will also include any contingencies and support that may be required to achieve Go-Live.

## Deployment & Go-Live

Deployment & Go-Live will be within two (2) weeks of the completion of UAT. InSource will follow the Deployment Plan on the scheduled Go-Live date. A successful deployment will result in the promotion of configurations to Fort

Bend County’s Production environment. InSource will conduct one (1) Go-Live with one (1) period of Post Go-Live support. Requests for multiple Go-Lives (rollouts) with support are not included and will be tracked as a gap unless included in the Services & Deliverables section of this SOW.

### Post Go-Live Support

InSource will provide Fort Bend County a period of two (2) weeks for Post Go-live support. This support will be to remediate any defects that are encountered after go-live. Requests for enhancements during go-live support will be tracked as gaps.

#### Monitoring & Control

InSource will continue to monitor and control throughout the project duration. As previously described, the Project Manager will address gaps in scope as they arise, track decisions, adjust the project plan or re-baseline if necessary. They will also track any risks, mitigate or avoid when possible, document risks that become issues, and help drive resolution.

#### Closure

### Post Go-Live Support Plan

Prior to project closure, InSource will provide Fort Bend County the information for on-going support from ServiceNow via HI support.

### Project Closure Meeting

While details of the project are still fresh, the project closure meeting will be held within 4 weeks of Go-Live. The meeting’s purpose is to review the project’s success and challenges, conformance to the requirements, and most importantly, user satisfaction. InSource wishes to facilitate closed-loop feedback and learn from Fort Bend County how and where improvements can be made. InSource also wants to ensure that skills and knowledge are transferred to operations and the Fort Bend County ServiceNow support team in order so they may effectively and efficiently deliver, support, and maintain the services.

## 5. ROLES & RESPONSIBILITIES

### InSource

InSource will provide the following resources to the project:

Role	Area of Responsibility
<b>Delivery Executive</b>	<ul style="list-style-type: none"> <li>• Delivery Oversight</li> <li>• Senior Level Contact &amp; Escalation Point</li> <li>• Participate in the Welcome Call</li> </ul>
<b>Account Executive</b>	<ul style="list-style-type: none"> <li>• SOW creation, delivery, and contractual execution</li> <li>• Professional Service fees and invoicing</li> <li>• Licensing (if applicable)</li> <li>• Participate in the Welcome Call &amp; Project Kick Off</li> </ul>
<b>Solution Consultant</b>	<ul style="list-style-type: none"> <li>• SOW Support</li> <li>• SOW Services &amp; Deliverables</li> <li>• Work effort relating to fees for Services &amp; Deliverables</li> <li>• Create initial project Milestone timeline for SOW</li> <li>• Participate in the Welcome Call &amp; Project Kick Off</li> <li>• Participate in Configuration Review and Gap Analysis</li> </ul>

<b>InSource PMO &amp; Project Manager</b>	<ul style="list-style-type: none"> <li>• Manage Project Plan compliance</li> <li>• Assign and allocate appropriate InSource resources</li> <li>• Conduct the Welcome Call &amp; Project Kick Off</li> <li>• Send Pre-Workshop Assessments and obtain responses</li> <li>• Facilitate weekly project status calls with client Project Manager</li> <li>• Distribute a weekly project status report</li> <li>• Conduct Configuration Review and Gap Analysis</li> <li>• Deliver Project Change Requests and obtain client signature</li> <li>• Track Risks, Issues, &amp; Decision Points</li> <li>• Manage escalations</li> <li>• Obtain client acceptance and Close Project</li> </ul>
<b>Solution Architect(s)</b>	<ul style="list-style-type: none"> <li>• Participate in the Welcome Call and Project Kick Off</li> <li>• Review Pre-Workshop Assessment responses</li> <li>• Conduct Requirements Workshops, document Business Requirements, acceptance criteria, and gaps in scope</li> <li>• Consult on processes when process design is in scope</li> <li>• Participate in Configuration Review and Gap Analysis</li> <li>• Conduct unit testing of configurations</li> <li>• Demonstrate and Review Prototype</li> <li>• Assist with knowledge transfer</li> <li>• Provide UAT and Go-Live defect remediation support</li> </ul>
<b>Technical Consultant(s)</b>	<ul style="list-style-type: none"> <li>• Participate in the Project Kick Off</li> <li>• Review Pre-Workshop Assessment responses</li> <li>• Participate in Requirements Workshops and assist with documentation of Business Requirements, acceptance criteria, and gaps in scope</li> <li>• Participate in Configuration Review and Gap Analysis</li> <li>• Configure client's SN environment according to the Business Requirements</li> <li>• Conduct unit testing of configurations</li> <li>• Assist with knowledge transfer</li> <li>• Provide UAT and Go-Live defect remediation support</li> </ul>
<b>Trainer</b>	<ul style="list-style-type: none"> <li>• Participate in the Project Kick Off</li> <li>• Conduct review of training requirements and document gaps in scope</li> <li>• Conduct User Training sessions</li> <li>• Create and provide training deliverables</li> </ul>

**Fort Bend County**

Fort Bend County is responsible for determining which resources are vital to the success of the project and align the suggested roles below with their unique organizational structure. Fort Bend County will provide the following resources to the project, but may want to consider other stakeholders who should attend (i.e. corporate trainer, OCM lead, ITIL Expert, Service Delivery Manager, VP of IT Service Delivery):

Role	Area of Responsibility
<b>Business Sponsor</b>	<ul style="list-style-type: none"> <li>• Ultimate Decision Maker</li> <li>• Participate in the Welcome Call &amp; Project Kick Off</li> <li>• Authorize Scope Modifications and Project Change Requests (PCRs)</li> <li>• Lead the Fort Bend County 's Governance Team</li> <li>• Provide reinforcement for adopting ServiceNow</li> <li>• Establish expectations for the necessary internal organizational changes (OCM)</li> </ul>
<b>Project Manager</b>	<ul style="list-style-type: none"> <li>• Participate in the Welcome Call &amp; Project Kick Off</li> <li>• Participate in weekly project calls</li> <li>• Maintain schedule and scope compliance</li> <li>• Manage and allocate Fort Bend County resources</li> <li>• Manage Fort Bend County assigned tasks</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in Configuration Review and Gap Analysis</li> <li>• Drive and obtain decisions for gap items</li> <li>• Obtain and deliver to InSource the Fort Bend County sign-off of Business Requirements in order to proceed with configuration</li> <li>• Coordinate internal plans for organizational change</li> <li>• Coordinate internal plans for UAT</li> <li>• Coordinate internal plans for Go-Live</li> </ul>
<b>Subject Matter Experts</b>	<ul style="list-style-type: none"> <li>• Participate in Project Kick Off</li> <li>• Provide Assessment responses and/or current state business process documentation</li> <li>• Participate in Requirements Workshops, define business processes, functional requirements, and correlating acceptance criteria</li> <li>• Participate in Configuration Review and Gap Analysis</li> <li>• Participate in Prototype Review</li> <li>• Participate in Training and Knowledge Transfer</li> <li>• Participate in UAT and report defects; retest after InSource remediation</li> <li>• Participate in Deployment Readiness Review</li> <li>• Report Go-Live defects; retest after InSource remediation</li> <li>• Support the ServiceNow platform beyond Go-Live</li> </ul>
<b>ServiceNow &amp; other System Administrator(s)</b>	<ul style="list-style-type: none"> <li>• Participate Project Kick Off</li> <li>• Provide Assessment responses and supporting documentation</li> <li>• Participate in Requirements Workshops, effectively communicate business processes and functional requirements, and correlating acceptance criteria</li> <li>• Provide expertise on current configurations of ServiceNow and/or third-party systems that will be integrated with ServiceNow</li> <li>• Participate in Configuration Review and Gap Analysis</li> <li>• Participate in Prototype Review</li> <li>• Participate in Training and Knowledge Transfer</li> <li>• Participate in UAT and report defects; retest after InSource remediation</li> <li>• Participate in Deployment Readiness Review</li> <li>• Report Go-Live defects; retest after InSource remediation</li> <li>• Support the ServiceNow platform beyond Go-Live</li> </ul>

**Fort Bend County REQUIREMENTS**

To successfully complete this project and for InSource to timely provide the deliverables Fort Bend County will:

- Provide InSource with the necessary access to data and information before or at the time of project kickoff
- Provide the necessary and appropriate resources to effectively complete Fort Bend County assigned tasks throughout the duration of the project
- Complete any pre-workshop Assessments and provide documentation relevant to the project (i.e., workflows, checklists, policies, branding guidelines); if process design is not included in the scope of this SOW, the client must provide process documentation
- Provide at least one (1) ServiceNow trained administrator to support the system during and after implementation
- Provide resources to assist with any third-party external systems as it relates to integrations or data migration/import with ServiceNow; InSource will not provide experts or support for third-party systems; when necessary, these resources will support on-going maintenance as described by InSource during Knowledge Transfer
- Participate in the necessary reviews and check points to ensure alignment with the Business Requirements and provide timely feedback (sign-off or PCR) relating to the deliverables
- Coordinate internal organizational change to prepare impacted user audiences for the ServiceNow implementation Go-Live

- Assign and execute UAT, report defects to InSource for remediation, and retest after remediation; Fort Bend County is responsible for the creation of test cases as well as training resources in preparation for UAT

## 6. GENERAL ASSUMPTIONS

The following assumptions were used in developing the terms and fees related to this SOW:

- Fort Bend County will obtain the necessary licenses required for the implementation
- Configurations are limited to those defined in the Services & Deliverables section of this SOW; any deviations will be handled as a gap in scope
- There will be no co-development during this project; development by other partners and/or Fort Bend County admins/developers is not accepted by default and may be handled as a gap in scope
- The Fort Bend County instance is on the current or N-1 software release; any previous upgrades have had exceptions remediated; exception handling is not in scope
- If during the course of this project InSource discovers any configurations or customizations not OOB that impact the deliverables in this SOW, findings and any potential remediation efforts will be handled as a gap in scope
- ServiceNow [Domain Separation](#) is not in use and is out of scope
- Segregation/separation of data outside of access control standard for roles/groups/user criteria is out of scope; no custom data segregation/separation will be modified or implemented
- Place of performance shall be a combination of remote and at the client site
- Fort Bend County sub-production instances have been cloned from the production instance within 30 days
- Preworkshop Questionnaire is completed by Fort Bend County prior to the workshops, incomplete questions could lead to extension of the project

## 7. FEES & PAYMENT

### Time & Materials

Resource Type	Hours	Rate	Total
Onshore	1,438.50	\$184.48/Hour	\$265,374.48
Offshore	682.50	\$69.89/Hour	\$ 47,699.93
<b>Total</b>			<b>\$313,074.41</b>

Payment is due within thirty (30) days of invoice receipt.

Carahsoft will invoice bi-weekly (every two weeks), based on actual hours incurred, plus expenses and any applicable sales and use taxes. If Fort Bend County does not question an invoice in writing within thirty (30) days of receipt, it will be considered accurate and acceptable.

This time and materials estimate is not a fixed-fee amount. Actual amount of work effort to complete the project or for a specific deliverable or role may be greater than or less than the estimated hours shown.

Any major changes that would affect the intended scope of this project may result in a Project Change Request (PCR).

Any delays in schedule caused by factors outside the control of the project may result in a PCR if the delay causes a major time extension of project resources.

In the event that delays on the part of Fort Bend County results in a burden on InSource (i.e., personnel scheduling or travel costs), InSource will notify the client; InSource may elect to invoice at the hourly rate defined for those services and expenses.

In the event the intended project scope is met, and hours are remaining, those hours will be used for enhancements and additional support as directed by Fort Bend County (i.e., Backlog items, Knowledge Transfer, Training, Advisory,

Road mapping, etc.) using the InSource Support Services portal. These hours will be available for up to 12 months after Project Close Out.

**Expenses**

Fort Bend County will be responsible for all out-of-pocket expenses incurred during this engagement including travel expenses, which will be billed at actual cost. Not to exceed cost will be set at \$30,000.

**Invoice Submission**

Carahsoft will submit invoices to:

<b>Company:</b>	Fort Bend County
<b>Address:</b>	
<b>Reference ID:</b>	Fort Bend County
<b>Email Invoice To:</b>	

Inquiries from Carahsoft to the client regarding invoices may be directed to:

<b>Name:</b>	
<b>Phone:</b>	
<b>Email:</b>	

## 8. GENERAL PROVISIONS

**Liability**

In no event shall InSource nor Carahsoft be liable for incidental, special, or consequential damages connected with the performance of or breach of this agreement. InSource and Carahsoft liability to Fort Bend County for any cause shall in no event exceed the amount actually paid for the portion of the professional services involved.

**Warranties**

The express representations and warranties given in this agreement are the only representations or warranties given by InSource with respect to the services and are given in lieu of all other representations and warranties, express or implied, including those of non-infringement, title, merchantability, course of dealing, usage of trade, and fitness for a particular purpose. Client's exclusive remedies and InSource's sole liability for any nonconformity or defect in any service shall be those expressed in this agreement.

**Personnel Non-Compete**

Neither Fort Bend County, InSource, nor Carahsoft may separately retain members of each other's staff during the engagement, nor for a period of one (1) year from the date ceases to provide services without prior written permission from either party.

**Validity of SOW**

This proposal is valid for a period of thirty (30) days from the SOW delivery date, unless extended by Carahsoft in writing. After thirty (30) days, Carahsoft reserves the right to adjust the fees and time elements of its proposal.

**Conflict Resolution**

The State of Texas will serve as the state for resolution of conflicts.

## 9. ACCEPTANCE

**Fort Bend County**

Accepted

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Carahsoft Technology Corp.**

Accepted

By: Elaine Shadid

Name: Elaine Shadid

Title: Service Contract Specialist

Date: 06/16/2023