

Cloud Service Provider Contact Information ServiceNow PTE. LTD
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Cloud Service Provider Background
ServiceNow develops and maintains a software platform that provides cloud-based solutions that define, structure, manage and automate services across the global enterprise. The company's services include a suite of applications built on a proprietary platform that automates workflow and integrates related business processes.

Service Model
ServiceNow offers its service as a cloud based solutions that customers can deploy in a modular fashion, allowing them to solve immediate business needs and access, configure, and build new applications as their requirements evolve. ServiceNow's service, which is accessed through a web-based interface, can be easily configured to adapt to customer workflows and processes. Upgrades to ServiceNow's service are designed to be efficient and compatible with configuration changes, and applied with minimal disruption to ongoing operations.

Deployment model
Organizations deploy the service to create a single system for enterprise business services and IT, lower operational costs, and enhance efficiency. Additionally, ServiceNow customers use the extensible platform to build custom applications for automating activities unique to their business requirements.

Tier Level 3
Remark

Certificate Number MTCS-2016-0008

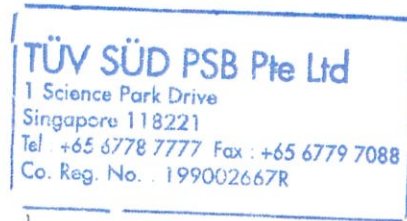
Company Stamp & Signature

Julia Lake



Certification Body Contact Information

Company name: TUV SUD PSB Pte Ltd
Web address: www.tuv-sud-psb.sg
Contact name: Jerald De La Rosa
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Company Stamp & Signature:

A handwritten signature in black ink, written over a horizontal line. The signature is stylized and appears to be 'Jerald De La Rosa'.

SS 584 MTCS

Self Disclosure

Compliance	
1. Right to audit	The user has the right to audit:
	<input type="checkbox"/> Virtual machine instances owned by the user
	<input type="checkbox"/> Network facilities
	<input type="checkbox"/> Compliance with applicable standards
	<input type="checkbox"/> Technical controls
	<input type="checkbox"/> Policies and governance
	<input type="checkbox"/> Data centre facilities
	<input checked="" type="checkbox"/> Others As defined in customer contract
	<input type="checkbox"/> None
	Regulators recognised by Singapore law have the right to audit:
	<input checked="" type="checkbox"/> Virtual machine instances owned by the user
	<input checked="" type="checkbox"/> Network facilities
	<input checked="" type="checkbox"/> Compliance with applicable standards
	<input checked="" type="checkbox"/> Technical controls
	<input checked="" type="checkbox"/> Policies and governance
	<input checked="" type="checkbox"/> Data centre facilities
	<input type="checkbox"/> Others
	<input type="checkbox"/> None
	Audit / assessment reports that can be made available on request:
	<input checked="" type="checkbox"/> Penetration test
	<input checked="" type="checkbox"/> Threat and vulnerability risk assessment
	<input checked="" type="checkbox"/> Vulnerability scan
	<input type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)
2. Compliance	The following guidelines / standards / regulations are adhered to:
	<input type="checkbox"/> Singapore Personal Data Protection Act
	<input checked="" type="checkbox"/> ISO / IEC 27001
	<input checked="" type="checkbox"/> ISO 9000
	<input type="checkbox"/> ISO / IEC 20000
	<input type="checkbox"/> CSA Open Certification Framework
	<input type="checkbox"/> PCI-DSS

	<input checked="" type="checkbox"/> Others	FedRAMP Moderate, ASD IRAP, SSAE 18 SOC 1 Type 2, SOC 2 Type 2, ISO 27017, ISO 2018
Data Control		
3. Data ownership	All data on the cloud service is owned by the cloud user except for:	N/A, ServiceNow customers own all data within their instance.
	The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:	
	<input type="checkbox"/> Advertising or marketing	
	<input checked="" type="checkbox"/> Statistics analysis on usage	
	<input type="checkbox"/> Others	
4. Data retention	Data deleted by the user is retained as follows:	
	<input type="checkbox"/> Minimum data retention period is:	
	<input checked="" type="checkbox"/> Maximum data retention period is: 28 days maximum. ServiceNow does not archive backups for retention.	
	<input type="checkbox"/> Deleted immediately	
	Log data is retained for a period of:	
	<input checked="" type="checkbox"/> Minimum data retention period as follows: ServiceNow retains all audit log data for 90 days online	
	<input type="checkbox"/> Maximum data retention period is:	
	<input type="checkbox"/> Not retained	
	User data is retained for a period of:	
	<input type="checkbox"/> Minimum data retention period is:	
	<input checked="" type="checkbox"/> Maximum data retention period is: ServiceNow customers are responsible for management of their data, as such it is the customer's responsibility to manage data retention according to their own requirements. ServiceNow retains customer data for up to 45 days from the end of a contract. After this time all data is removed from ServiceNow servers.	
	<input type="checkbox"/> Not retained	
	The following types of data are available for download by the cloud user:	
	<input checked="" type="checkbox"/> Log data	
	<input checked="" type="checkbox"/> Other	ServiceNow customers own all data within their instance and can download data as required.
5. Data sovereignty	The primary data locations are:	
	<input checked="" type="checkbox"/> Singapore	
	<input checked="" type="checkbox"/> Asia Pacific	Hong Kong
	<input type="checkbox"/> Europe	

	<input type="checkbox"/> United States
	<input type="checkbox"/> Other
	The backup data locations are:
	<input checked="" type="checkbox"/> Singapore
	<input checked="" type="checkbox"/> Asia Pacific <input checked="" type="checkbox"/> Hong Kong
	<input type="checkbox"/> Europe
	<input type="checkbox"/> United States
	<input type="checkbox"/> Other
	No. of countries in which data centres are operated: <input type="text" value="10"/>
	The user's data stored in the cloud environment will never leave the locations specified in item 5:
	<input type="checkbox"/> Yes
	<input checked="" type="checkbox"/> Yes, except as required by law
	<input checked="" type="checkbox"/> Yes, except as noted: <input type="text" value="ServiceNow stores customer data in its data centers hosted by third party providers. ServiceNow customers designate the physical region in which their data will be hosted as part of contracting."/> customers designate the physical region in which their data will be hosted as part of contracting.
	<input type="checkbox"/> No
	User's consent is required prior to transferring data to a location not specified in item 5 or a third party:
	<input type="checkbox"/> Yes
	<input checked="" type="checkbox"/> Yes, except as required by law
	<input type="checkbox"/> Yes, except as noted: <input type="text" value=""/>
	<input type="checkbox"/> No
	Note: Cloud users are responsible for determining the impact of data protection and data sovereignty.....
6. Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider
	<input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)
Provider Performance	
	For each cloud service offered, CSP should disclose relevant numbers)
7. Availability	The committed network uptime is:
	<input checked="" type="checkbox"/> 99.8
	<input type="checkbox"/> Varies according to price plan
	The committed system uptime is:
	<input checked="" type="checkbox"/> 99.8

	<input type="checkbox"/> Varies according to price plan
	The cloud environment has the following single points of failure:
	<input type="checkbox"/>
	<input checked="" type="checkbox"/> None
8. BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection
	<input checked="" type="checkbox"/> Backup and restore service
	<input type="checkbox"/> User selectable backup plans
	<input checked="" type="checkbox"/> Escrow arrangements
	<input type="checkbox"/> No BCP / DR is available
	<input checked="" type="checkbox"/> RPO 1 hour
	<input checked="" type="checkbox"/> RTO 2 hours
	<input type="checkbox"/> Others, please specify:
9. Liability	The following terms are available for the users on failure of the provider to meet the service commitment:
	<input type="checkbox"/> Network failure
	Liability:
	<input type="checkbox"/> Infrastructure failure
	Liability:
	<input type="checkbox"/> Virtual machine instance failure
	Liability:
	<input type="checkbox"/> Migrations
	Liability:
	<input type="checkbox"/> Unscheduled downtime
	Liability:
	<input type="checkbox"/> Database failure
	Liability:
	<input type="checkbox"/> Monitoring failure
	Liability:
Service Support	
10. Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:
	<input checked="" type="checkbox"/> Communication plan and procedures for proactive notification
	<input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued

	<input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period <input checked="" type="checkbox"/> Ability to choose timing of impact
11. Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: Yes If yes, describe the functions of the self-service provisioning and management portal provided: <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input checked="" type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input type="checkbox"/> Others:
12. Incident and problem management	Delivery mode of support: <input checked="" type="checkbox"/> Access via email <input checked="" type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input checked="" type="checkbox"/> Direct access to support engineers Availability of support: <input checked="" type="checkbox"/> 24 x 7 <input type="checkbox"/> During office hours support, please specify the hours of operations: _____ <input type="checkbox"/> After office hours support, please specify the hours of operations: _____ Service response time: _____ The following are available to users upon request: <input type="checkbox"/> Permanent access to audit records of customer instances <input type="checkbox"/> Incident management assistance Incident response time: _____ Mean time to repair on detection of faults: _____
13. Billing	The following billing modes are available (please elaborate granularity of charges and measurements)

	<input type="checkbox"/> Pay per usage _____ p to yearly/monthly/daily <input type="checkbox"/> Fixed pricing _____ p to yearly/monthly/daily <input checked="" type="checkbox"/> Other pricing model Refer to your customer contract for pricing mode <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ nths
14. Data portability	Importable VM formats: <input type="checkbox"/> N/A, ServiceNow does not use virtual machines in it's environment. Downloadable formats: <input checked="" type="checkbox"/> https://docs.servicenow.com/use/reporting/reference/r_ReportOutputFormats.html Supported operating systems: <input type="checkbox"/> N/A, https://docs.servicenow.com/bundle/helsinki-release-notes/page/release-notes/servicenow-platform/generally-supported-browsers-rn.html Language versions of supported operating systems: _____ Supported database formats: _____ API: _____
	<input checked="" type="checkbox"/> Common <input type="checkbox"/> https://docs.servicenow.com/bundle/madrid-application-development/page/integrate/web- <input checked="" type="checkbox"/> Customised <input type="checkbox"/> https://docs.servicenow.com/bundle/madrid-application-development/page/integrate/web- Upon service termination, data is available through: <input checked="" type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input checked="" type="checkbox"/> Other methods Per the standard contract (MLA) with ServiceNow, at the termination of a business relationship between
15. Access	Type of access to the service is through: <input type="checkbox"/> Public access <input type="checkbox"/> Private access (e.g. VPN, dedicated link) <input type="checkbox"/> IPv6 access is supported <input checked="" type="checkbox"/> Other access methods encrypted TLS web interface Public access speed (shared bandwidth) in Mbps: _____
16. User management	<input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input checked="" type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions

	<input checked="" type="checkbox"/> Others	ServiceNow provides a SaaS offering to the customer. The responsibility for access management of the customer's ServiceNow application instance resides with the customer.
17. Lifecycle		The cloud user may select the following for service upgrades and changes:
	<input checked="" type="checkbox"/> Automatic provisioning	
	<input checked="" type="checkbox"/> User customisable provisioning	
configuration		
18. Security configu		Security configuration enforcement checks are performed:
	<input checked="" type="checkbox"/> Manually	
	<input checked="" type="checkbox"/> Using automated tools	
		How often are enforcement check being performed to ensure all security configurations are applied?
19. Multi-tenancy	<input checked="" type="checkbox"/> Distinct physical hosts	
	<input checked="" type="checkbox"/> Distinct physical network infrastructure	
	<input type="checkbox"/> Virtual instance grouping	
	<input checked="" type="checkbox"/> User definable security domains	
	<input checked="" type="checkbox"/> User customisable firewall	
	<input checked="" type="checkbox"/> User definable access policies	
Service Elasticity		
20. Capacity elasticity		The following capacity elasticity options are available:
	<input checked="" type="checkbox"/> Programmatic interface to scale up or down	
	<input checked="" type="checkbox"/> Mean time to start and end new virtual instances _____ up to 2 hours	
	<input checked="" type="checkbox"/> Alerts to be sent for unusual high usage	
	<input type="checkbox"/> Minimum performance during peak periods _____	
	<input checked="" type="checkbox"/> Minimum duration to scale up computing resources _____ Computing resources scale on requirement of instances	
	<input checked="" type="checkbox"/> Minimum additional capacity guaranteed per account _____ minimum capacity is provided through instance sizing	
21. Network resiliency and elasticity		The following network resiliency and elasticity options are available:
	<input checked="" type="checkbox"/> Redundant Internet connectivity links	
	<input checked="" type="checkbox"/> Redundant Internal connectivity	

	<input checked="" type="checkbox"/> Selectable bandwidth up to _____ ps Mbps External BW up to 1 Gbit/s (redundant)
	<input checked="" type="checkbox"/> Maximum usable IPs _____ 513 public addresses per site in each of HKG / SIN
	<input checked="" type="checkbox"/> Load Balancing Ports _____ 80, 443
	<input checked="" type="checkbox"/> Load balancing protocols _____ http, https
	<input checked="" type="checkbox"/> Anti-DDOS protection systems or services _____
	<input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: _____ Border filtering, Firewall, and Application Delivery Controller
	<input checked="" type="checkbox"/> Network traffic isolation, please specify: _____ All traffic is isolated on a per-VLAN basis based on service
	<input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ Shared
	<input type="checkbox"/> QoS traffic control services _____
	<input checked="" type="checkbox"/> Alerts to be sent for unusual high usage _____
	<input type="checkbox"/> Minimum performance during peak periods _____
	<input checked="" type="checkbox"/> Minimum period to scale up network throughput _____ Depends on location of network constraint
22. Storage redundancy and elasticity	The following storage redundancy and elasticity options are available:
	<input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre
	<input checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud
	<input checked="" type="checkbox"/> Storage traffic isolation, please specify: _____ Backup traffic is isolated and has its own network
	<input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____
	<input type="checkbox"/> Quality of service storage traffic control services
	<input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ 40+ Petabytes and constantly increasing
	<input checked="" type="checkbox"/> Maximum storage capacity for single user, please specify: _____ 4TB limit per instance per contracts

<input checked="" type="checkbox"/>	Maximum expandable storage, please specify:	10+ TB and requires custom contract
<input type="checkbox"/>	Alerts to be sent for unusual high usage	
<input type="checkbox"/>	Minimum storage I / O performance during peak periods	
<input type="checkbox"/>	Minimum period to scale up storage I / O throughput	