

Technology Pillar	Solution Type	Service	Estimated Credits	Description
		Priority Tickets	10	When you declare an emergency ticket it will cost 10 credits for the emergency
		Quarterly Workshops	4	Mandatory quarterly meetings to define objectives and goals
		Monthly Check-in	4	Monthly check-in calls to review progress against defined goals
ServiceNow	PRSM	Data Loads / Updates for company and location Data	3	
ServiceNow	PRSM	Change in company Logo	2	
ServiceNow	PRSM	Change branded color scheme	2	
ServiceNow	PRSM	Add / Remove Users	2	
ServiceNow	PRSM	Creation of New Assignment Groups / Roles	3	
ServiceNow	PRSM	Modify existing Group Membership / Roles	2	
ServiceNow	PRSM	Form Layout modifications - Up to 10 fields and form layout with ability to hide / Show new fields added on the form	9	
ServiceNow	PRSM	Modify / connect to an additional customer Active Directory / Entra ID environment	12	
ServiceNow	PRSM	Update lists and list layouts in Agent Workspace and Classic View	Variable	
ServiceNow	PRSM	Create / Modify / Disable Notifications or Notification Events	6	
ServiceNow	PRSM	Create / Modify / Incident Assignment Rules and Lookups	12	
ServiceNow	PRSM	Change Category / Sub-Category values	12	
ServiceNow	PRSM	Add SLA definitions and SLA Schedules; Customer to provide SLA durations	6	
ServiceNow	PRSM	Ability to add an Approval Workflow step for a customer specific Knowledge base	9	
ServiceNow	PRSM	Ability to add additional Knowledge Base	9	
ServiceNow	PRSM	Define the Knowledge Base Categorization	Variable	
ServiceNow	PRSM	Configure a knowledge article Template - up to 8 fields	9	
ServiceNow	PRSM	Modify, publish or retire workflow - up to 6 steps	9	
ServiceNow	PRSM	Create / Update catalog Item, Requested Item, Catalog Tasks and Approvals	Variable	
ServiceNow	PRSM	Define the Service Catalog taxonomy	12	
ServiceNow	PRSM	Branding change: for example, Modify Logo, or Color	2	
ServiceNow	PRSM	Create / Modify Service Offerings at Customer direction and to Customer's specifications / requirements.	Variable	
ServiceNow	PRSM	Add / leverage additional OOTB CI classes	12	
ServiceNow	PRSM	Load data for any supported CI class using a defined template	12	
ServiceNow	PRSM	Ingest data / integrate with SCCM via standard integration only if customer is using out of the box SQL statements, Customer to provide Mid Server	120	
ServiceNow	PRSM	Create / Modify Assignment Rules	6	

ServiceNow	PRSM	Category / Sub-category values	3	
ServiceNow	PRSM	Configure CAB Workbench and Support Launch	30	
ServiceNow	PRSM	Configure Change Schedule / Black Out Maintenance Windows	30	
ServiceNow	PRSM	Add / Update / Change Reporting	6	
ServiceNow	PRSM	Add / Update / Change Dashboard	6	