Additional License Authorizations

For Service Management software products

This Additional License Authorizations document ("ALA") set forth the applicable License Options and additional specific software license terms that govern the authorized use of the software products specified below, and are part of the applicable agreement (i.e., Micro Focus End User License Agreement and/or any separate agreement that grants Licensee a license to such products (e.g., Customer Portfolio Terms or other Master Agreement; and/or Quotation) (the "Applicable Agreement"). Capitalized terms used but not defined herein shall have the meanings set forth in the Applicable Agreement. All products below are delivered electronically, unless otherwise agreed, and as such, any inconsistent terms that are stated on a purchase order or any other document issued by Customer, are void.

Products and Suites covered

Products	Non-production software class*	Term License Non-production software class (if available)
Asset Manager	Class 1	Class 1
Connect-It	Class 1	Class 1
ServiceCenter Automation	Class 1	Class 3
Service Manager	Class 1	Class 1

Suites	Non-production software class*	Term License Non-production software class (if available)
Asset Manager Enterprise Suite	Class 1	Class 3
Software Asset Management Suite	Class 1	Class 1
Asset Management (Asset Management X)	Class 1	Class 1
Software Asset Management Unit	Class 1	Class 1
Service Management (Service Management Automation Suite)	Class 1	Class 1
Service Manager (SM) Enterprise Suite	Class 1	Class 3
Service Manager (SM) Extended Subscription	Class 1	Class 1
Service Manager (SM) Starter Suite	Class 1	Class 3
IT Change Management Suite	Class 1	Class 3

*Additional licenses solely for non-production use may be available as specified in the Non-Production Licensing Guide found at **opentext.com/about/legal/software-licensing** depending on the non-production software class specified above. Any such non-production licenses will be subject to the Non-Production Licensing Guide and the applicable License Option terms and conditions set forth in this ALA.

Definitions

Term	Definition
Cloud Management	Means the capability of using the cloud management module and functionality within Service Management. Cloud management allows customers to deploy, manage and govern cloud service to both public and private clouds. This functionality is available in the Cloud Management product SKU.
Connector	Means an integration element to a certain software, format, or function through the use of the Micro Focus and non-Micro Focus software product.
Container	Means the running software instance that emulates an active OS Instance or wraps an application under control of a technology including but not limited to Docker.
Device	Means an addressable entity, physical or virtual, including but not limited to router, switch, bridge, hub, server, PC, laptop, handheld device, workstation*, mobile device, Server, network devices, storage devices or printer that resides within the range defined for interrogation and asset tracking.
Enterprise Use	Means Unlimited use as specified in the software specific license terms below.
Implementation	Means an installation of the software on a single Server or installed on a cluster of Servers which work together as a single installation of the software.
Instance	Means each implementation of the application installed on a Server.
LTU	Means License To Use.
Named User	Means a single user that has been authorized by Licensee to use the Licensed Software.
Node	Means a specific Node that is further defined in the CDU Node Pack section below.
Operating System Instance *or* OS Instance	Means each implementation of the bootable program that can be installed onto a physical system or a partition, such as system Virtual Machines, virtual environments, virtual private servers, containers, guests and zones, within the physical system. A physical system can contain multiple Operating System Instances. A container means a system partition based on software rather than hardware. Guests means a VM system running on a host system where the host runs its own complete OS Instance (as opposed to a hypervisor), like VMware Workstation. Zone means Oracle/Sun Solaris specific nomenclature for a software partition which can run a virtual OS instance including but not limited to Sparse, native, and ipkg.
SaaS	Means Software as a Service which is a service which allows access to the software, support and related professional services, as described in an order document, datasheet, Service Description, or a Statement of Work (SOW).
SAM Unit	Means a license metric for Software Asset Management (SAM). Units purchased by customer can be exchanged within SAM for use against a Device or a Managed User for SaaS.
Scenario	Means configuration sets within Connect-It that define data exchanges between multiple endpoints, using a Connector to each endpoint.
Server	Means any designated computer system in which an Instance or Instances of the software is installed.
Service Portal User	Means a specific individual authorized by your IT department to directly submit a self-service or knowledge request using the self- service Portal.
Service Management Express modules	Service Portfolio Management, Service Catalog Management, Service Level Management, Vendor Management, Change Management, Release Management, Knowledge Management, Service Asset and Configuration Management, Survey Management, Service Request Management, Incident Management, Problem Management.
Service Management Premium V1 modules	Service Management Express plus: Contract Management, Idea & Proposal Management, Application Portfolio Management, Project & Program Management, Software Asset Management, Financial Management, Procurement Management.

Term	Definition
Service Management Premium V2 modules (without SAM)	(Service Management without SAM) Service Management Express plus: Contract Management, Idea & Proposal Management, Application Management, Project & Program Management, Financial Management, Procurement Management.
Suite	Means two or more software products combined into a single license offering or a single software product which includes two or more licenses. The specific software products included in a Suite are specified in the software specific license terms below. Software products included in a Suite are governed by the individual authorizations and use restrictions associated with each software product, except where specified in the specific Suite software specific license terms below.
Tenant	Means a fully functioning instance of Service Management running inside a Service Management deployment farm. Tenants are only available in the Service Management solution. A Service Management deployment farm can have multiple self-contained tenants.
Unlimited	Means without restrictions in terms of number of systems, devices or media, depending on the context.
Use	Means to install, store, load, execute and display one copy of the software.
Virtual Machine(s) *or* VM(s)	Means a computer that does not physically exist but is simulated by another computer.

License Options

The following License Options are the types of licenses available for a given software product as further specified in this ALA. The applicable License Option for a license shall be as set forth in the Applicable Agreement or Product Order. Those products with only one License Option available shall be governed by such License Option whether or not stated in the Applicable Agreement or Product Order unless otherwise agreed in writing between Licensee and Licensor.

Concurrent User License

Licensed Software provided under this License Option gives Licensee the right to install or access the Licensed Software on multiple host Devices or Servers, or one or more Containers on such host Devices or Servers, for use solely by the maximum number of Concurrent Users expressly authorized by Licensor in the Product Order for such license for whom Licensee has paid the applicable license fee. Licensee must employ a method to control, monitor, and provide reports on concurrent usage. This license is based on the number of simultaneous users accessing Service Management

Named User License

Licensed Software provided under this License Option gives Licensee the right to install or access the Licensed Software on a multiple Devices or Servers, or one or more Containers on such multiple Devices or Servers. Each such Named User has the right to unlimited access to the Licensed Software deployed on a multiple Servers or other Devices. A Named User License is required for each Named User that is able to access or use an installation of the Licensed Software, regardless of whether they actually access or use the Licensed Software. Licensee must monitor and control deployment so that the ability to access or use the Licensed Software is restricted to no more than the licensed Named Users. Licensor reserves the right at any time to require Licensee to provide a list of the Named Users. Licensee may change a Named User provided that the change is made either (i) permanently, or (ii) temporarily to accommodate the use of the Licensed Software by a temporary worker while the Named User is absent, but in each case no more than once every 30 days.

▪ **Casual Named User License** - Licensed Software provided under this License Option gives Licensee the right to use the Licensed Software by a Casual Named User. Casual Named User means a Named User with restricted access to data and/or event specific transactions. These rights include the ability to view assets and related asset data assigned to the User and the User's managed organization hierarchy (e.g., Departments, Projects), to submit requests, view reports and respond to workflow tasks related to ITAM business processes (e.g., approvals).

▪ **Foundation Named User License** - Licensed Software provided under this License Option gives Licensee the right to use the Licensed Software by a single Instance of the core or primary components of a software application which enable its

basic functionality, and without which the additional modules available for the application are unable to operate. Foundation Named User License may be installed on one or multiple Servers, depending on the specific architecture required to enable the functioning of the single Instance.

Unit License

Licensed Software provided under this License Option gives Licensee the right to exchange within the tool for Named User License or Concurrent User License at the specified exchange rate.

End User Self-Service License

Licensed Software provided under this License Option gives Licensee the right to access the modules that are exposed to the end users of IT services via the self-service portal. These licenses will be for a much bigger, more casual user population, and thus are calculated by potential end user community. This is usually the size of the organization or number of customers that the organization serves.

Server License

Licensed Software provided under this License Option gives Licensee the right to install one copy of the Licensed Software on a single Server.

Connect-It Database Device License

Licensed Software provided under this License Option gives Licensee the right to expose data in one database to another database when the originating database is licensed by number of Devices. One license is required for each 100 managed Devices.

Connect-It User License

License Software provided under this License Option gives Licensee the right to use the respective Connector by number of users. The minimum quantity for an order is 5 but can be ordered in any quantity above 5.

Connect-It Server License

Licensed Software provided under this License Option gives Licensee the right to use the respective Connector for more than 225 users.

Software Specific License Terms

For software products with software specific license terms, these terms are described below. Software products covered by this ALA document (as listed above) and not covered in this section do not have software specific license terms.

Asset Manager

The following License Options apply: Named User License, Concurrent User License and Casual Named User License.

Administration of the Asset Manager Procurement Self-Service Catalog is limited to five (5) Named Users of Service Manager Foundation for the sole purpose of administration of this functionality. Authorized Service Manager administration functions include:

- Management of operator profiles

- Synchronization of reference data to/from Asset Manager

- Back-office management of the Self-Service Catalog

- Support of Casual Named User client sessions initiated from Asset Manager

- Automated submission of Self-Service Catalog Requests to Asset Manager

- Enables Asset Manager Casual Named Users access to Service Manager's Self-Service Catalog and shopping cart functionality through the Asset Manager web client. Self-service access is limited by the quantity of Asset Manager Casual Named Users licensed by you.

Asset Manager Software Asset Management Enterprise Use license provides the ability to Use as many Concurrent Users and Named Users as necessary for the Software Asset Management module in the limits of the number of users licensed for the Portfolio functionality.

Each Casual Named User will have the ability to log into Asset Manager but use of the software is restricted to the following activities:

- View assets

- View requested items for the licensed individual or the licensed users defined workgroup

- View and update tickets in AC/AM helpdesk

- View employees, departments, locations and tax tables

- View workflows as they apply to the licensed user (such as tasks and phases)

- Review departmental budgets and cost centers

- Approve and view requests

- Submit requests

Asset Manager includes a reporting solution license for SAP Crystal Reports and, for Asset Manager 9.30 forward, for SAP BusinessObjects Enterprise. Customers who have valid licenses for Asset Manager are authorized to download and install one Instance of SAP Crystal Reports Server, as well as the number of copies of SAP Crystal Reports Dashboard Design needed for the activity of the applicative developers supporting the Asset Manager implementation. SAP Crystal Reports and SAP BusinessObjects Enterprise can only be used for reporting on the licensed Instances of Asset Manager (including production and development Instances). The maximum number of users accessing SAP Crystal Reports Server must not exceed the maximum number of users authorized in the license for Asset Manager (number of Named Users + number of Concurrent Users + number of Casual Named Users). These users must be licensed for Asset Manager and authenticated in the Asset Manager software.

Connect-It

The following License Options apply: Connect-It Database Device License, Connect-It Server License and Connect-It User License.

You shall not be limited to the number of Instances of the software licensed provided you do not exceed the number of Connect-It Database Device Licenses or Connect-It user licenses required in each Scenario. For example, a Scenario exposing 700 Devices through UCMDB, or Universal Discovery to a non-Micro Focus product requires 7 Connect-It Device licenses. Furthermore, an Connect-It Connector being used where there is one Instance of Asset Manager with a total of 20 Named Users and Concurrent Users, one Instance of Service Manager with a total of 80 Named Users and Concurrent Users and one Instance of Project and Portfolio Manager with a total of 50 Named Users, requires 150 Connect-It User Licenses for each licensed Connect-It Connector.

For Service Management, if Unit license metric is not applied, count all Named Users and Concurrent Users Connect-It licenses from all installations of Service Management; if Unit license metric is applied, the number of Connect-It user license equals to the number of Unit from all installations of Service Management. For example, if Unit license metric is not applied to Service Management, a Connect-It Connector being used where there is one Instance of Service Management with a total of 80 Named Users and Concurrent Users, requires 80 Connect-It User Licenses for each licensed Connect-It Connector. If Unit license metric is applied to Service Management, a Connect-It Connector being used where there is one instance of Service Management with a total of 80 units, requires 80 Connect-It User Licenses for each licensed Connect-It Connector.

There are no restrictions on the number of data sources a specific Connect-It Connector can integrate with provided you do not exceed the number of Connect-It Database Device licenses or Connect-It User Licenses required in each Scenario. There are no Instance or user restrictions on Connect-It Server Licenses.

ServiceCenter SOAP API SDK

You shall not have the right to use the SOAP API SDK to replicate any existing Micro Focus software or to circumvent licensing usage of such software.

Service Manager

The following License Options apply: Server License, Foundation Named User License, Concurrent User License and End-User Self Service License.

Service Manager requires a Server license and a Foundation Named User or Concurrent User license.

ServiceCenter SOAP API SDK is included with the Service Manager Foundation Named User License.

The following Service Manager Modules licenses are available as separate licenses and can only be used with a Service Manager Server license:

Module / Add-on	Licensing Metric (Each license metric requires a separate license)
Service Manager Helpdesk	Named User License or Concurrent User License
Service Knowledge Management*	End-User Self-Service License or Named User License or Concurrent User License
Service Manager Request Management	Named User License or Concurrent User License
Service Manager Service Level Management	Named User License or Concurrent User License
Service Manager Service Catalog*	End-User Self-Service License or Named User License or Concurrent User License
Service Manager Smart Analytics	Named User License or Concurrent User License

*Includes Self Service Ticketing functionality which allows your employees to open, monitor, update and close Self-Service tickets. End User Self Service Licenses are limited when accessing the Self-Service Ticketing functionality and are only authorized to access the ITIL Service Desk functions within Service Manager. End User Self-Service Users cannot open an incident or change or request directly from Self-Service Ticketing.

Service Manager Smart Analyics module license includes Smart Ticket and Hot Topic Analytics functionalities. Smart Search can be used without a Service Manager Smart Analytics module license. Because of this change, you can also set up End User Chat virtual agent without a Service Manager Smart Analytics module license. The number of Named User and Concurrent User LTUs for Service Manager Smart Analytics needs an exact match at all times with the corresponding number of Named User and Concurrent User LTUs for Service Manager Helpdesk. For Service Manager Smart Analytics, the number of LTUs shall be counted as the number of Named Users or Concurrent Users of Service Manager Helpdesk deriving value through the Smart Analytics module, including when data is imported or exported between Service Manager systems.

Suites

For Asset Manager Enterprise Suite, Change Management Suite, Service Manager Enterprise Suite and Service Management, the following License Options apply: Concurrent User License and Named User License.

For Service Management, the following License Options apply: Unit License, Concurrent User License and Named User License.

Service Management Express and Premium licenses may not be used in the same Tenant. Meaning, if the Premium license is used (Named, Concurrent, or Units) then all licenses for that system must be Premium.
Service Management Named User and Concurrent User Licenses can be used with either Service Management or Service Manager. The Unit License can only be used with the Service Management option. The purchase of Express Edition Units or Premium Edition Units entitles customer to activate the corresponding user licenses. 1 unit = 1 named user; 2 units = 1 concurrent user. The Express Units may only be used to activate Express Edition users while the Premium Units may only be used to activate Premium Edition users.

Each Service Management Named User License includes 1000 Self-service Portal users. Each Service Management Concurrent User License includes 2000 Self-service Portal users. Each Service Management Unit License includes 1000 Self-service Portal users.

Each Service Management Express or Premium Unit License or a Named User License or a Concurrent User License includes an entitlement to 1 user licenses for each of the LDAP, E-Mail and Database Connect-It Connectors.

Included per customer production environment are an entitlement to Universal CMDB, two concurrent Operations Orchestration workflows, and 50 UD Discovery Units. Each Premium V2 customer production environment includes an entitlement to 50 Software Asset Management devices.

Service Management offers Cloud Management through a separately licensed product that is not included in the Service Management licenses. To be entitled to Cloud Management, a separate Cloud Management license is required.

For Asset Management the following License Options apply: Unit License.

Asset Management Units License entitles customer to activate Asset Management user licenses, as described below, in accordance with the current exchange rate. Asset Management cannot be used in the same tenant as Express or Premium. If customer needs both Express and Asset Management licenses on same tenant they will need to purchase Service Management Premium licenses for the entire tenant capacity. Each Asset Management customer production environment includes an entitlement to 50 UD Discovery units and 50 Software Asset Management Devices.

Software Asset Management (SAM) the following License Options apply: Unit License.

SAM can only be purchased for customers with active Asset Management or Service Management Premium licenses. SAM Unit License entitles customer to activate Software Asset Management Device or Managed User for SaaS licenses, as described below, in accordance with the current exchange rate.

Asset Management may not be used in the same tenant as Service Management Express or Premium. If customer needs both Express and Asset Management licenses on same tenant they will need to purchase Service Management Premium licenses for the entire tenant capacity.

Suite	Offering includes	Additional terms (if any)
Asset Manager Enterprise Suite – Named User	1 Asset Manager Server 1 Asset Manager Portfolio Named User 1 Asset Manager Contracts Named User 1 Asset Manager SAM Named User 1 Asset Manager Procurement Named User 1 Asset Manager Financial Management Named User 100 Asset Manager Casual Named Users	
Asset Manager Enterprise Suite– Concurrent User	1 Asset Manager Server 1 Asset Manager Portfolio Concurrent User 1 Asset Manager Contracts Concurrent User 1 Asset Manager SAM Concurrent User 1 Asset Manager Procurement Concurrent User 1 Asset Manager Financial Management Concurrent User 100 Asset Manager Casual Named Users	
Software Asset Management Suite – Named User	1 Asset Manager Enterprise Suite Named User 20 Universal Discovery OS Instance 200 Universal Discovery Inventory OS Instance	
Software Asset Management Suite – Concurrent User	1 Asset Manager Enterprise Suite Concurrent User 50 Universal Discovery OS Instance 500 Universal Discovery Inventory OS Instance	
Asset Management	1 Asset Management Unit includes Asset management modules including Service Asset and Configuration Management, Contract management, Financial Management, Procurement, Knowledge Management, Vendor management. Software Asset Management should be purchased at an additional price. 50 Units of Software Asset Management 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	
Software Asset Management Unit	1 Software Asset Management Unit includes software asset modules needed for license compliance dashboards, Analysis view, License Rules, License Metrics, Licenses and Products.	

Suite	Offering includes	Additional terms (if any)

Service Management Express Edition 5 Concurrent User	▪ For use with Service Manager:
	  • 5 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User
	  • 5 Service Manager Smart Analytics Module Concurrent User
	▪ For use with Service Management
	  • 5 concurrent user access to the Service Management Express modules described above
	Each Concurrent User License includes 2000 Self-service Portal users	

Service Management Express Edition 10 Concurrent User	▪ For use with Service Manager:
	  • 10 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User
	  • 10 Service Manager Smart Analytics Module Concurrent User
	▪ For use with Service Management
	  • 10 concurrent user access to the Service Management Express modules described above
	Each Concurrent User License includes 2000 Self-service Portal users	

Service Management Express Edition 5 Named User	▪ For use with Service Manager
	  • 5 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User
	  • 5 Service Manager Smart Analytics Module Named User
	▪ For use with Service Management
	  • 5 named user access to the Service Management Express modules described above
	Each Named User License includes 1000 Self-service Portal users.	

Service Management Express Edition 10 Named User	▪ For use with Service Manager
	  • 10 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User
	  • 10 Service Manager Smart Analytics Module Named User
	▪ For use with Service Management
	  • 10 named user access to the Service Management Express modules described above
	Each Concurrent User License includes 2000 Self-service Portal users.	

Suite	Offering includes	Additional terms (if any)

Service Management Premium Edition 5 Concurrent User	▪ For use with Service Manager
	  • 5 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User
	  • 5 Service Manager Smart Analytics Module Concurrent User
	  • 1 Asset Manager Enterprise Suite Concurrent User
	▪ For use with Service Management
	  • 5 concurrent user access to the Service Management Premium modules described above
	Each Concurrent User License includes 2000 Self-service Portal users.	

Service Management Premium Edition 10 Concurrent User	▪ For use with Service Manager
	  • 10 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User
	  • 10 Service Manager Smart Analytics Module Concurrent User
	  • 1 Service Manager Service Portal Aggregation User
	  • 1 Asset Manager Enterprise Suite Concurrent User
	▪ For use with Service Management
	  • 10 concurrent user access to the Service Management Premium modules described above
	Each Concurrent User License includes 2000 Self-service Portal users.	

Service Management Premium Edition 5 Named User	▪ For use with Service Manager
	  • 5 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User
	  • 5 Service Manager Smart Analytics Module Named User
	  • 1 Asset Manager Enterprise Suite Named User
	▪ For use with Service Management
	  • 5 named user access to the Service Management Premium modules described above
	Each Named User License includes 1000 Self-service Portal users.	

Suite	Offering includes	Additional terms (if any)

Service Management Premium Edition 10 Named User	▪ For use with Service Manager
	
	  • 10 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User
	
	  • 10 Service Manager Smart Analytics Module Named User
	
	  • 1 Service Manager Service Portal Aggregation User
	
	  • 1 Asset Manager Enterprise Suite Named User
	
	▪ For use with Service Management
	
	  • 10 named user access to the Service Management Premium modules described above
	
	Each Named User License includes 1000 Self-service Portal users.	

Service Management Express Edition Unit	▪ 1 Express Unit of Service Management which includes Service Management Modules as defined above ▪ 1 Connector for Database User ▪ 1 Connector for Email User ▪ 1 Connector for LDAP User Each Unit license includes 1000 Self-service Portal users.	
Service Management Premium Edition Unit	▪ 1 Premium Unit of the Service Management which includes Service Management and Asset Management modules as defined above. ▪ 1 Connector for Database User ▪ 1 Connector for Email User ▪ 1 Connector for LDAP User Each Unit license includes 1000 Self-service Portal users.	

Service Management Premium V2 Edition 5 Concurrent User	▪ For use with Service Manager
	
	  • 5 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User
	
	  • 5 Service Manager Smart Analytics Module Concurrent User
	
	  • 1 Service Manager Service Portal Aggregation User
	
	  • 1 Asset Manager Enterprise Suite Concurrent User
	
	▪ For use with Service Management
	
	  • 5 concurrent user access to the Service Management Premium v2 modules described above
	
	Each Concurrent user license includes 2000 Self-service Portal users.	

Suite	Offering includes	Additional terms (if any)
Service Management Premium V2 Edition 5 Named User	- For use with Service Manager 5 Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User 5 Service Manager Smart Analytics Module Named User 1 Service Manager Service Portal Aggregation User 1 Asset Manager Enterprise Suite Named User - For use with Service Management 5 named user access to the Service Management Premium V2 modules described above Each Named user license includes 1000 Self-service Portal users.	
Service Management PremiumV2 Edition Unit	1 Premium V2 Unit of the Service Management which includes Service Management modules and Asset Management defined above 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User Each Unit license includes 1000 Self-service Portal users	
Service Management Premium Edition Add on 50 Node Pack	50 Operations Orchestration Server and Storage Node 50 Universal Discovery Operating System Instance 10 Universal CMDB Automated Service Modeling Mapped Service (included with Universal Discovery as of Universal Discovery version 10.32) 2 Universal CMDB 3rd party Integration Managed Data Repository	For Operations Orchestration Server and Storage Node the Node can represent OS Instances on a physical Device or a Virtual Machine, a physical Device hosting multiple VMs where there are multiple OS Instances, and storage arrays. The bundled Operations Orchestration within Service Management can be used only through invocation only from Service Management components. This usage is restricted to use cases within the context of Service Management and such restriction includes Operations Orchestration Content Pack for service management. For unrestricted orchestration use case (i.e., Run book automation, IT process orchestration), you are required to purchase Operations Orchestration Suite Add-On licenses.

Suite	Offering includes	Additional terms (if any)
SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User	1 Service Manager Server 1 Service Manager Foundation Named User 1 Service Manager Help Desk Named User 1 IT Change Management Suite Named User 1 Service Manager Service Level Management Named User 1 Service Manager Request Management Named User 1 Service Manager Knowledge Management Named User 1,000 Service Manager Knowledge Management Employee Self Service Users 1,000 Service Manager Catalog Employee Self Service Users 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	
SM Enterprise Suite with Connect-It and without Knowledge Management Named User	1 Service Manager Server 1 Service Manager Foundation Named User 1 Service Manager Help Desk Named User 1 IT Change Management Suite Named User 1 Service Manager Service Level Management Named User 1 Service Manager Request Management Named User 1,000 Service Manager Catalog Employee Self Service Users 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	
SM Enterprise Suite without Connect-It and with Knowledge Management Named User	1 Service Manager Server 1 Service Manager Foundation Named User 1 Service Manager Help Desk Named User 1 IT Change Management Suite Named User 1 Service Manager Service Level Management Named User 1 Service Manager Request Management Named User 1 Service Manager Knowledge Management Named User 1,000 Service Manager Knowledge Management Employee Self Service Users 1,000 Service Manager Catalog Employee Self Service Users	

Suite	Offering includes	Additional terms (if any)
SM Enterprise Suite without Connect-It and without Knowledge Management Named User	1 Service Manager Server 1 Service Manager Foundation Named User 1 Service Manager Help Desk Named User 1 IT Change Management Suite Named User 1 Service Manager Service Level Management Named User 1 Service Manager Request Management Named User 1,000 Service Manager Catalog Employee Self Service Users	
SM Enterprise Suite with Connect-It and with Knowledge Management Concurrent User	1 Service Manager Server 1 Service Manager Foundation Concurrent User 1 Service Manager Help Desk Concurrent User 1 IT Change Management Suite Concurrent User 1 Service Manager Service Level Management Concurrent User 1 Service Manager Request Management Concurrent User 1 Service Manager Knowledge Management Concurrent User 2,000 Service Manager Knowledge Management Employee Self Service Users 2,000 Service Manager Catalog Employee Self Service Users 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	
SM Enterprise Suite with Connect-It and without Knowledge Management Concurrent User	1 Service Manager Server 1 Service Manager Foundation Concurrent User 1 Service Manager Help Desk Concurrent User 1 IT Change Management Suite Concurrent User 1 Service Manager Service Level Management Concurrent User 1 Service Manager Request Management Concurrent User 2,000 Service Manager Catalog Employee Self Service Users 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	

Suite	Offering includes	Additional terms (if any)
SM Enterprise Suite without Connect-It and with Knowledge Management Concurrent User	1 Service Manager Server 1 Service Manager Foundation Concurrent User 1 Service Manager Help Desk Concurrent User 1 IT Change Management Suite Concurrent User 1 Service Manager Service Level Management Concurrent User 1 Service Manager Request Management Concurrent User 1 Service Manager Knowledge Management Concurrent User 2,000 Service Manager Knowledge Management Employee Self Service Users 2,000 Service Manager Catalog Employee Self Service Users	
SM Enterprise Suite without Connect-It and without Knowledge Management Concurrent User	1 Service Manager Server 1 Service Manager Foundation Concurrent User 1 Service Manager Help Desk Concurrent User 1 IT Change Management Suite Concurrent User 1 Service Manager Service Level Management Concurrent User 1 Service Manager Request Management Concurrent User 2,000 Service Manager Catalog Employee Self Service Users	
SM Extended Subscription Suite Concurrent User	1 SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Concurrent User 1 Service Manager Smart Analytics Module Concurrent User 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	For Service Manager versions 9.3x and above, Extended Support Plus is included
SM Extended Subscription Suite Named User	1 SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User 1 Service Manager Smart Analytics Module Named User 1 Connector for Database User 1 Connector for Email User 1 Connector for LDAP User	For Service Manager versions 9.3x and above, Extended Support Plus is included

Additional License Authorizations
For Service Management Automation software products

Suite	Offering includes	Additional terms (if any)
SM Starter Suite Named User	▪ 1 Service Manager Server ▪ 25 Service Manager Foundation Named User ▪ 25 Service Manager Help Desk Named User ▪ 25 Service Manager Change Management Named User 25 Service Manager Service Level Management Named User	
IT Change Management Suite Concurrent User	▪ 1 Service Manager Change Management Concurrent User 1 Release Control Change Edition Concurrent User	
IT Change Management Suite Named User	▪ 1 Service Manager Change Management Named User 1 Release Control Change Edition Named User	

Additional License Terms

	Term
A.	Software contains software and associated specifications licensed from third parties that are confidential to, and trade secrets of, such parties. You will not take any action other than to Use it as authorized under the agreement as part of the software products and will not disclose it to third parties.
B.	You shall install and use the software as authorized in the applicable agreement only as a complete product and may not use portions of such software on a standalone basis separate from the complete software unless expressly authorized in the Supporting Material, specifications or an applicable agreement.

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