

Free Checklist *Q4 2026*

7 things to check before you sign your ServiceNow renewal.

A practical checklist and worksheet for nonprofits, built for the new Foundation, Advanced and Prime tiers.

RENEWAL QUOTE CHECKLIST

- ☒ Every line item
- ☒ Your tier, for each product line
- ☐ The capabilities you depend on
- ☐ User counts and roles
- ☐ Your AI (Assist) pool and the rate above it
- ☐ Price changes over the term
- ☐ Support and add-ons

BEFORE YOU SIGN

Seven lines to check *on your quote.*

Take your quote and check these seven lines. Together they show exactly what you are agreeing to.



Every line item

Items can carry over from earlier agreements. Remove anything your teams no longer use.



Your tier, for each product line

Tiers are set per product line. Confirm the tier quoted for each one you license.



The capabilities you depend on

The new tiers are not a direct swap. Confirm that each workflow you rely on is included in the tier quoted.



User counts and roles

Match counts and roles to the people who use ServiceNow today.



Your AI (Assist) pool and the rate above it

Know how large the pool is, how it was sized, and what additional usage costs.



Price changes over the term

Ask whether prices change year to year, and whether that can be agreed in writing now.



Support and add-ons

Check which support or success plans are included, and how each one is priced.

WORKSHEET

Map what *you cannot lose*.

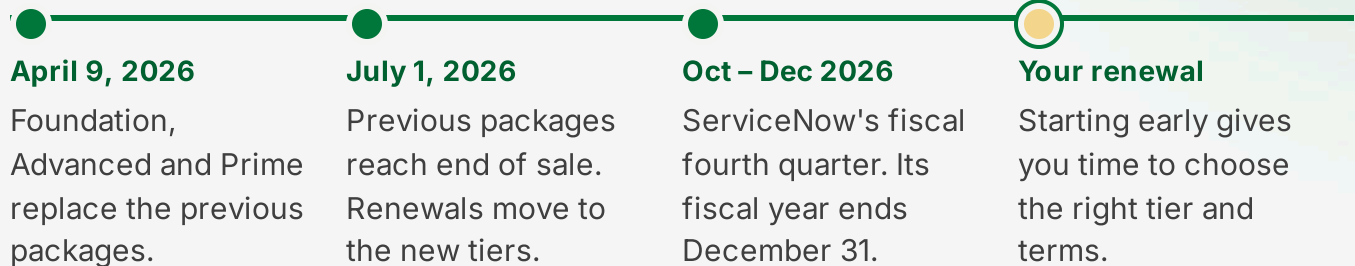
List the workflows your teams rely on every day. Then confirm which tier includes each one: Foundation (F), Advanced (A) or Prime (P). Bring this page to your renewal conversation.

WORKFLOW	WHO RELIES ON IT	PRODUCT OR MODULE	TIER
<i>Change approvals</i>	<i>IT</i>	<i>Change Management</i>	☐ F ☒ A ☐ P
<i>Volunteer onboarding requests</i>	<i>HR, volunteer services</i>	<i>HR Service Delivery</i>	☐ F ☐ A ☐ P
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Tip: Start with processes tied to service levels, audits or compliance, then the services your staff, volunteers or members use directly.

What changed *in 2026*.

ServiceNow has rebuilt how it packages the platform, with AI included in every tier. Each organization moves to the new model at its next renewal, which makes your renewal the moment to choose the right fit.



INCLUDED IN EVERY TIER

Now Assist	Generative AI skills and agents
AI Control Tower	Governance for the AI you use
Workflow Data Fabric	Connects your data to your workflows

AI usage is measured in Assists, drawn from one shared pool for your organization.

GOOD TO KNOW

The new tiers are not a direct swap for the previous packages. Some capabilities now sit in a higher tier. For example, Change and Problem Management are included in Advanced.

Before choosing a tier, check where each module your teams depend on lands.

1 What are we licensed for, and what do our teams actually use?

Instances grow over the years. Teams change, and modules get licensed for projects that have since moved on. Before you renew, compare your entitlements with real usage.

LOOK FOR

- Modules you are licensed for but not using
- Users with roles they no longer need
- Capabilities you use every day that are not yet reflected in your plans

Tip: Review your renewal quote line by line. Items can carry over from earlier agreements, so remove anything you no longer need.

2 Which capabilities can we not do without?

List the workflows your teams rely on every day, then confirm which tier includes each one. Under the new model, some capabilities sit in higher tiers. For example, Change and Problem Management are included in Advanced.

START WITH

- Processes tied to service levels, audits or compliance
- Integrations that other systems depend on
- Services your staff, volunteers or members use directly

3 Which tier fits each group of users?

Not every user needs the same tier. Map each group, such as IT, HR, facilities and program teams, to the tier that matches the work they do.

Foundation

Core service workflows, Virtual Agent, and AI included.

Advanced

Adds capabilities such as Change and Problem Management.

Prime

The most complete tier, for organizations running at scale.

4 How much AI will we use, and what happens if we use more?

AI usage is measured in Assists, drawn from a pool shared across your organization. Usage tends to grow once teams see what AI can do for them, so it pays to understand your pool before that happens.

ASK YOUR ACCOUNT TEAM

- How large is our Assist pool, and how was it sized?
- What is the rate for usage above the pool, and can we agree it now?
- How will we track usage during the year?

Tip: Ask for usage reporting from the start, so you can see adoption grow and plan your next renewal with real numbers.

5 What should our renewal terms cover?

A renewal is a chance to set terms that support the next few years, not just the next twelve months.

TOPICS TO RAISE

- Term length and price predictability
- Room to add users, modules or AI capacity as you grow
- The modules and workflows that must carry over
- A plan to adopt the AI capabilities included in your tier

WHY START THIS QUARTER

Q4 is the right time *to begin.*

The timing works

ServiceNow's fiscal year ends December 31, so year-end is when renewal conversations are most active.

You have room to compare

Starting early gives you time to map tiers and usage properly, rather than deciding under a deadline.

Budgets are being set

2027 planning is happening now. A clear renewal plan makes that conversation easier.

A clear plan, *start to finish.*

STEP 1

License and usage review

We review what you own and what you use, including unused licenses and the modules you cannot lose.

STEP 2

Tier and AI mapping

We map each user group to the right tier and estimate your expected AI (Assist) usage.

STEP 3

Renewal plan

A clear brief: target tier, must-have terms, and the questions to raise with your account team.

STEP 4

Adoption roadmap

A 90-day plan to switch on the AI you are paying for: governance, data readiness and early wins.

One partner from license to delivery. For organizations under 1,500 seats, ServiceNow licensing runs through a partner. That makes it simpler to work with one team for licensing, implementation, support and AI.

RENEWAL READINESS REVIEW

Book a 30-minute review.

Bring your renewal date and current entitlements. You will leave knowing your likely tier, the questions to raise with your account team, and your next three steps.

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Packaging details are summarized from publicly available sources as of October 2026. Tier contents, Assist allocations and commercial terms vary by product and contract, so confirm specifics against your ServiceNow order form. Convene is a ServiceNow partner and does not set ServiceNow pricing. ServiceNow, Now Assist and related marks are trademarks of ServiceNow, Inc.