

CERTIFICATE OF REGISTRATION

Information Security Management System - ISO/IEC 27001:2013

The Certification Body of Schellman & Company, LLC hereby certifies that the following organization operates an Information Security Management System that conforms to the requirements of ISO/IEC 27001:2013

ServiceNow, Inc.

for the following scope of registration

The scope of the ISO/IEC 27001:2013 certification is limited to the information security management system (ISMS) which supports ServiceNow as a provider of cloud-based solutions that define, structure, manage and automate services across the global enterprise, as well as all supporting resources including global data center operations and infrastructure, applications, end-user services, and product development and aligned with ISO/IEC 27017:2015 and ISO/IEC 27018:2019 (Code of Practice for Protection of Personally Identifiable Information (PII) in public clouds acting as PII processors) in accordance with the Statement of Applicability, version 8.0, dated August 8, 2019. Assets within scope of the ISMS include: internal information assets, customer data, software, hardware, people, and physical assets to host, support and operate the cloud-based solutions. The data centers in the following locations house the infrastructure used to deliver the cloud-based solutions: Virginia, California, Florida, Toronto, Calgary, London, Amsterdam, Geneva, Zurich, Frankfurt, Dusseldorf, Sydney, Melbourne, Singapore, Hong Kong, Osaka, Tokyo, São Paulo and Campinas. Additionally, ServiceNow uses Amazon Web Services (AWS) to host some ServiceWatch customers. Excluded from the scope are all operations of third-party data centers and AWS.

which includes the following in-scope location(s) on pages 2 - 3

Certificate Number: **1980700-10**

Authorized by:



Christopher L. Schellman
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Tampa, Florida 33607, United States
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8685

Issue Date
November 11, 2019

Original Registration Date
December 7, 2012

Expiration Date
September 27, 2021

Certificate Version
Version 10

CONDITIONS & LIMITATIONS:

1. The aforementioned organization has a perpetual responsibility to maintain compliance with ISO/IEC 27001:2013 during the period of certification.
2. This certificate is subject to the satisfactory completion of annual surveillance audits by Schellman & Company, LLC
3. ISO/IEC 27001:2013 compliance audits are not designed to detect or prevent criminal activity or other acts that may result in an information security breach. As such, this certification should not be construed as a guarantee or assurance that an organization is unsusceptible to information security breaches.
4. The information in this document is provided "AS IS", without warranties of any kind. Schellman & Company, LLC expressly disclaims any representations and warranties, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.
5. This certificate is the property of Schellman & Company, LLC and is bound by the conditions of contract. The authenticity of this certificate can be validated by contacting Schellman & Company, LLC

In-Scope Location(s)

Location	Function / Role
2225 Lawson Lane Santa Clara, California 95054 United States	Headquarters, Engineering, Sales, Human Resources (HR), operations, Information Technology (IT)
3260 Jay Street Santa Clara, California 95054 United States	Engineering, Operations
4810 Eastgate Mall San Diego, California 92121 United States	Main location of the ISMS, Security and Compliance, HR, Sales, Engineering
4400 Carillon Point Kirkland, Washington 98033 United States	Sales, Operations, IT
12900 Science Drive Suite 100 Orlando, Florida 32826 United States	Sales, Operations, IT
Hoekenrode 3, 1102 BR Amsterdam The Netherlands	EMEA Headquarters
Strata building, 1 Bridge Street Staines, TW18 4TW United Kingdom	Sales, HR, Operations, IT
Level 48 and 49, 680 George Street Sydney, New South Wales 2000 Australia	Sales, HR, Operations, IT
Level 43, SunTec Tower 4 6 Temasek Boulevard Singapore, 38986 Singapore	APAC Headquarters

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In-Scope Location(s)

Location	Function / Role
Plot No. 2, Suvey No. 83/1, 7th & 8th Floor, Phase 1 Knowledge City, Inorbit Mall Road Raidurgam, Serilingampally Mandal Hyderabad, Telangana, 500081 India	Engineering, Operations
The Sharp Building 10-12 Hogan Place Dublin, D02 TY74 Ireland	Operations

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