

January 28, 2015

Re: Comments on the Period Subsequent to the 2014 SOC 1 Examination Period

To whom it may concern:

ServiceNow completed a Type 2 SOC 1 examination in August of 2014. The review period for that examination was September 1, 2013 to August 31, 2014. The scope of the report included the ServiceNow information technology service management (ITSM) and enterprise system for providing software-as-a-service (SaaS) and platform-as-a-service (PaaS)-based services.

The objective of this letter is to provide our clients, our clients' external financial statement auditors, and other interested parties with an update regarding our services and the related controls included in the scope of the SOC 1 report for the period of time that has elapsed since the end of the review period. In light of this, please be advised that the following statements are true to the best of our knowledge for the period of time between the conclusion of the review period, September 1, 2014, and December 31, 2014:

- There have been no events subsequent to the review period of the report that would have a significant effect on our assertion contained within the report.
- There have been no significant changes to our services or the underlying processes and/or systems since the conclusion of the review period.
- There have been no significant changes to our control objectives or the related control activities described in the SOC 1 report since the conclusion of the review period.
- The control activities that govern our services have operated as described in the SOC 1 report since the conclusion of the review period.
- There have been no significant changes to the complementary user entity controls necessary to achieve the control objectives as described in the SOC 1 report.
- We are not aware of any significant operating or design deficiencies specific to the control activities described in the SOC 1 report that have occurred since the conclusion of the review period.
- In November 2014, ServiceNow has added Ascenty as an active subservice organization for providing data center hosting services. The scope, description, and controls that apply to subservice providers as described in Section 2, Management's Assertion; Section 3, System Description; and Section 4, Testing Matrices of the SOC 1 report apply to Ascenty. As stated above, this does not have a significant impact on the report.

Thank you for your continued business with ServiceNow. If you have any further questions regarding this topic, please contact Amit Maloo, Senior Manager, Compliance (Amit.Maloo@servicenow.com).

Sincerely,

Yuval Cohen 
VP, Chief Information Security Officer
ServiceNow, Inc.