

EXHIBIT A

Tarrant County ServiceNow Modules:

IT Service Management Standard

Incident Management
Request Management
Service Portals
Change Management
Knowledge Management
Problem Management
Major Incident Management
Configuration Management
Mobile Enablement

Strategic Portfolio Management Standard

Innovation Management
Demand Management
Project Portfolio Management
Resource Management
Cost Management
Agile Development
Release Management
Test Management

Performance Analytics

Now Platform App Engine

Integration Hub Starter