



Effective: December 15, 2025

Digital.ai Change Risk Predictions (CRP)

Digital.ai Change Risk Prediction provides Customers with a Subscription to an analytics platform that enables Customers to identify and manage risk while offering remediation options through a bundle of analytics dashboards (Change Failure Prediction, Change Credit Score, and Weather Forecast) that reduce change failures and associated incident mean time to resolution (MTTR) across their ServiceNow® or BMC Helix® instance.

Product or Service	License Metric	Deployment
Digital.ai Change Risk Predictions (CRP)	CRP Transactions	On-Demand

Product or Service Limits

Limit Metric Type	Limit Metric Quantity	Impact
Annual CRP Transactions	Small: Up to 500K Medium: 500K- Up to 1M Large: 1M - Up to 2.5M	Additional CRP Transactions beyond the license metric are prohibited.

Additional Terms:

Artificial Intelligence Features: If the Product or Service includes features that utilize artificial intelligence (“AI Features”), Customer acknowledges that: (i) Digital.ai does not guarantee the accuracy, completeness, or reliability of any outputs generated by AI Features; (ii) Customer is solely responsible for any decisions made or actions taken based on outputs from AI Features; and (iii) Customer agrees not to use AI Features in any high-risk or critical environments where errors or inaccuracies could lead to significant harm or damage.

Definitions:

“CRP Transactions” means the combined annual total of incident and change request transactions generated by Customer’s ServiceNow® or BMC Helix® instance.