## FORM 4

UNITED STATES SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549 STATEMENT OF CHANGES IN BENEFICIAL OWNERSHIP

OMB APPROVAL OMB Number: 3235-028

| OMB Number:            | 3235-0287                |  |  |  |  |  |  |
|------------------------|--------------------------|--|--|--|--|--|--|
| Estimated average bure | Estimated average burden |  |  |  |  |  |  |
| hours per response:    | 0.5                      |  |  |  |  |  |  |

D

3,284

Filed pursuant to Section 16(a) of the Securities Exchange Act of 1934

| C/O SERVICENOW, INC.   | ve title Other (specify below)<br>al Accounting Officer |  |  |  |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|--|--|--|
|  |   |  |  |  |  |  |  |  |  |  |
|  | nt/Group Filing (Check Applicable                       |  |  |  |  |  |  |  |  |  |
| (Street)   | I by One Reporting Person                               |  |  |  |  |  |  |  |  |  |
| SANTA CLARA CA 95054 Form file<br>Person   | I by More than One Reporting                            |  |  |  |  |  |  |  |  |  |
| (City) (State) (Zip) Rule 10b5-1(c) Transaction Indication   | Rule 10b5-1(c) Transaction Indication                   |  |  |  |  |  |  |  |  |  |
| Check this box to indicate that a transaction was made pursuant to a contract, instruction or written pla<br>satisfy the affirmative defense conditions of Rule 10b5-1(c). See Instruction 10. |   |  |  |  |  |  |  |  |  |  |
| Table I - Non-Derivative Securities Acquired, Disposed of, or Beneficially Owned   |   |  |  |  |  |  |  |  |  |  |

| 1. Title of Security (Instr. 3) | 2. Transaction<br>Date<br>(Month/Day/Year) | 2A. Deemed<br>Execution Date,<br>if any<br>(Month/Day/Year) |      |   | 4. Securities Acquired (A) or<br>Disposed Of (D) (Instr. 3, 4 and<br>5) |               | 5. Amount of<br>Securities<br>Beneficially<br>Owned Following<br>Reported | 7. Nature<br>of Indirect<br>Beneficial<br>Ownership<br>(Instr. 4) |          |
|---------------------------------|--|---|------|---|---|---------------|---|---|----------|
|                                 |  |   | Code | v | Amount  | (A) or<br>(D) | Price   | Transaction(s)<br>(Instr. 3 and 4)                                | (1130.4) |

Table II - Derivative Securities Acquired, Disposed of, or Beneficially Owned (e.g., puts, calls, warrants, options, convertible securities) 1. Title of 3. Transaction 3A. Deemed 5. Number 6. Date Exercisable and 7. Title and 9. Number of 11. Nature 8. Price of 10. Derivative Security (Instr. 3) Transaction Code (Instr. 8) Amount of Securities Underlying Conversion Date Execution Date of Expiration Date (Month/Day/Year) Derivative derivative Ownership of Indirect or Exercise Price of if any (Month/Day/Year) Derivative Securities Security (Instr. 5) Securities Beneficially Form: Direct (D) (Month/Day/Year) Beneficial Ownership Derivative Acquired Derivative Security Owned or Indirect (Instr. 4) (A) or Disposed Security (Instr. 3 and 4) Following (I) (Instr. 4) Reported of (D) (Instr. 3, 4 Transaction(s) (Instr. 4) and 5) Amount

Restricted Stock (1) 01/22/2024 Units

## Explanation of Responses:

1. Each restricted stock unit represents a contingent right to receive one share of Issuer's common stock.

2. Acquired upon achievement of certain performance criteria pursuant to the performance-based RSUs granted February 15, 2023, as determined by the Compensation Committee on January 22, 2024. Shares subject to the RSUs will vest as follows: 30% on February 17, 2024, 15% on each of August 17, 2024 and February 17, 2025, 20% on August 17, 2025, and 20% on February 17, 2026, with such final vesting subject to adjustment based on the Issuer's total shareholder return relative to the S&P 500 for the three years ended December 31, 2025. Such vestings are subject to the reporting person's continued service to the Issuer on each vesting date.

Date

(D) Exercis

(A)

3,284

Expiration

(2)

Date

## Remarks:

/s/ Kevin Thomas McBride by Russell S. Elmer, Attorney-in- 01/24/2024

Fact

Title

Commo

Stock

\*\* Signature of Reporting Person Date

Number

Shares

3,284

\$<mark>0</mark>

Reminder: Report on a separate line for each class of securities beneficially owned directly or indirectly.

\* If the form is filed by more than one reporting person, see Instruction 4 (b)(v).

\*\* Intentional misstatements or omissions of facts constitute Federal Criminal Violations See 18 U.S.C. 1001 and 15 U.S.C. 78ff(a).

Code V

А

Note: File three copies of this Form, one of which must be manually signed. If space is insufficient, see Instruction 6 for procedure.

Persons who respond to the collection of information contained in this form are not required to respond unless the form displays a currently valid OMB Number.

Check this box if no longer subject to Section 16. Form 4 or Form 5 obligations may continue. See Instruction 1(b).