FORM 4

UNITED STATES SECURITIES AND EXCHANGE COMMISSION

| Washington, | D.C. | 20549 |
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| STATEMENT | OF CHANGES | IN BENEFICIAL | OWNERSHIP |
|-----------|------------|---------------|-----------|
| SIAILMLMI | OF CHANGES | IN DENEFICIAL | OWNERSHIP |

| OMB APPROVAL | | | | | | | | | | |
|--------------------------|-----|--|--|--|--|--|--|--|--|--|
| OMB Number: 3235-0 | | | | | | | | | | |
| Estimated average burden | | | | | | | | | | |
| hours per response: | 0.5 | | | | | | | | | |

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

Filed pursuant to Section 16(a) of the Securities Exchange Act of 1934 or Section 30(h) of the Investment Company Act of 1940

| | | | | | | | | | | | · · | | | | | | | | | |
|--|---|--|--|------------------|---|---|-------------|--------|---------------------------------------|-------|--------------------|---|----------------|---------------|---|---|--------|--|--|--|
| Name and Address of Reporting Person* McDermott William R | | | | | | 2. Issuer Name and Ticker or Trading Symbol ServiceNow, Inc. [NOW] | | | | | | | | | 5. Relationship of Reporting Person(s) to Issuer (Check all applicable) | | | | | |
| WICDERHOU WIIIIdili K | | | | | | | | | | | | | | X Directo | or | | 10% O\ | vner | | |
| (Last) | (Fi | irst) (| (Middle) | | | 3. Date of Earliest Transaction (Month/Day/Year) 11/10/2023 | | | | | | | | | X Officer below) | | | Other (s | specify | |
| C/O SEF | RVICENOW | V. INC. | | | | | | | | | | | | | | Chairma | an & 0 | CEO | | |
| l | WSON LA | 4 14 | A If Assess described Parks of Original ET 1 (2) at 15 Parks 2 | | | | | | | | | 6 Individual or Joint/Croup Filing (Chock Applicable | | | | | | | | |
| | WOON LA | INE | | | - 4. 11 | 4. If Amendment, Date of Original Filed (Month/Day/Year) | | | | | | | | Line | Individual or Joint/Group Filing (Check Applicable Line) | | | | | |
| (Street) | | | | | | | | | | | | | | | X Form filed by One Reporting Person | | | | | |
| SANTA | CLARA CA | A ! | 95054 | | | Form filed by More than One Reporting Person | | | | | | | | | | | orting | | | |
| (City) | (Si | tate) (| (Zip) | | Rı | Rule 10b5-1(c) Transaction Indication | | | | | | | | | | | | | | |
| Check this box to indicate that a transaction was made pursuant to a contract, instruction or written plan that is intended to | | | | | | | | | | | | nd to | | | | | | | | |
| | | | $ \sqcup$ | | | | | | ons of Rule | | | | | on or writter | тріап п | nat is intende | ed to | | | |
| | | | | | | | | | | | | | | | | | | | | |
| | | Tabl | e I - No | n-Deriv | /ative | Sec | uritie | es Ac | quired, | Dis | sposed o | of, or E | Bene | ficial | ly Owne | t | | | | |
| 1. Title of | Security (Inst | tr. 3) | | 2. Transa | ction | Execution Date, y/Year) if any | | | 3. | | 4. Securit | | | | | | | | 7. Nature | |
| | | | | Date (Month/D | ay/Year | | | | Transaction Disp | | Disposed | Of (D) (I | istr. 3 | , 4 and : | Benefici | ially (D) (Following (I) (I | | or Indirect (Instr. 4) | of Indirect Beneficial Ownership (Instr. 4) | |
| | | | | | | (Mo | (Month/Day/ | |) 8) | 8) | | | | | Owned I | | | | | |
| | | | | | | Code | v | Amount | (A) (D) | or F | Price | Transac (Instr. 3 | ion(s) | | | (111541. 4) | | | | |
| Common | Stock | | 11/10/ | | | 2023 | | | M | | 601 | 1 A | | \$0 | 8 | 836 | | D | | |
| Common | Stock | | | 11/10/ | /2023 | | | | F | | 298(1) | П | | 634.7 | 6 5 | 538 | | D | | |
| Common | Common Stock | | | | | | | | | | | | | 30,489 | | | I | by Trust | | |
| | Table II - Derivative Securities Acquired, Disposed of, or Beneficially Owned | | | | | | | | | | | | | | | | | | | |
| | | | | (e.g., p | outs, | calls | , war | rants | s, optio | ns, | converti | ble se | curi | ties) | | | | | | |
| 1. Title of Derivative Security (Instr. 3) | 2. Conversion or Exercise Price of Derivative Security | 3. Transaction Date (Month/Day/Year) | 3A. Deer Execution if any (Month/E | | 4. Transaction Code (Instr. 8) | | n of | | 6. Date Ex Expiration (Month/Da | n Dat | e | 7. Title and Amount of Securities Underlying Derivative Se (Instr. 3 and 4 | | | 8. Price of Derivative Security (Instr. 5) | 9. Number derivative Securities Beneficial Owned Following Reported Transactio (Instr. 4) | ly C | 10. Ownership Form: Direct (D) or Indirect (I) (Instr. 4) | 11. Nature of Indirect Beneficial Ownership (Instr. 4) | |
| | | | | | Code | v | (A) | (D) | Date Exercisal | | Expiration Date | Title | or Nu of | ımber | | | | | | |
| Restricted Stock Units | (2) | 11/10/2023 | | | M | | | 601 | (3) | | (3) | Commo Stock | n | 601 | \$0 | 5,403 | | D | | |

Explanation of Responses:

- 1. Represents shares relinquished by the Reporting Person in exchange for the Issuer's payment of federal and state tax withholding obligations of the Reporting Person resulting from the vesting of RSUs, in accordance with Rule 16b-3.
- $2. \ Each \ restricted \ stock \ unit \ represents \ a \ contingent \ right \ to \ receive \ one \ share \ of \ Issuer's \ common \ stock.$
- 3. The restricted stock units vest as to 1/16th of the total shares quarterly, with the first vesting occurring on May 12, 2022, and subject to the continued service of the Reporting Person on each vesting date.

Remarks:

/s/ William R. McDermott by

ell S. Elmer, Attorney-in- 11/14/2023

Fact

** Signature of Reporting Person Date

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).

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.