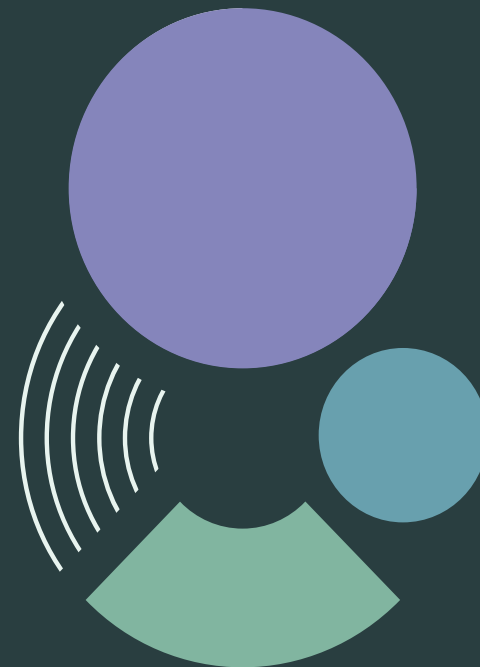
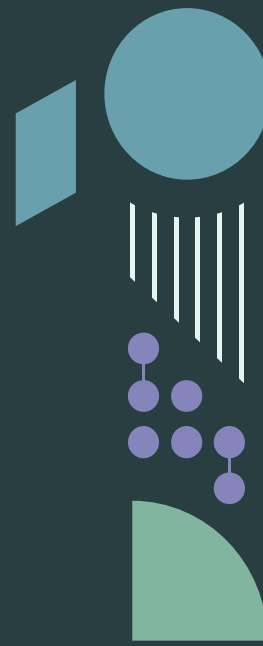


now summit



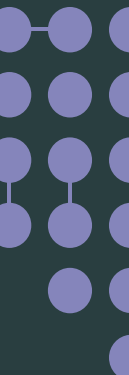
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Getting Started with Security Orchestration, Automation & Response, and Integrated Risk Management

Yuval Cohen
ServiceNow CISO



Your security and risk agenda

Keep your organization's data safe

Fix your most severe vulnerabilities

Resolve all critical security incidents

Improve efficiency of existing staff

Manage and reduce risk

Communicate risk and audit results to the business

Automate compliance monitoring

Align third-party risk with overall risk



Great experiences run on the Now Platform



IT



Security and
Risk

HR

Customer
Service



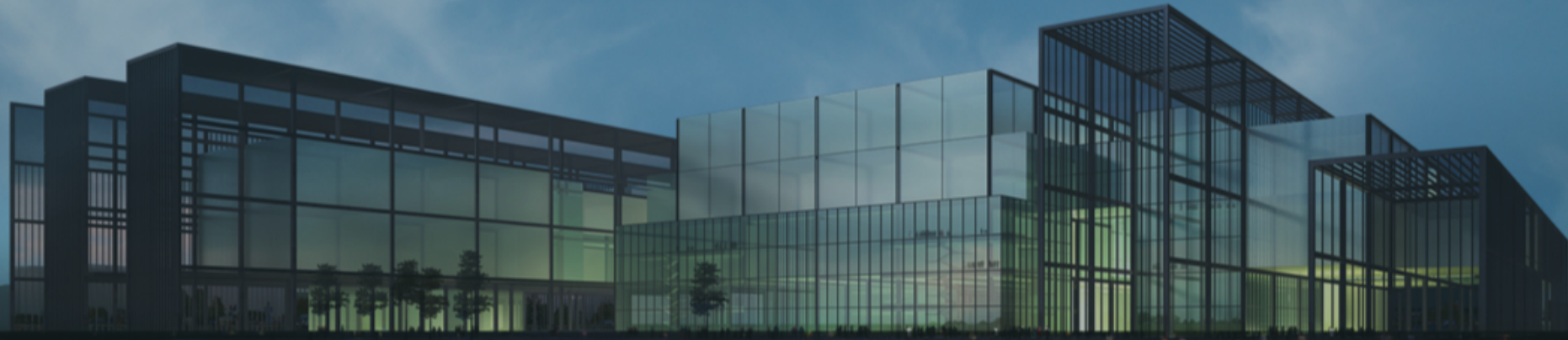
Intelligent
Apps

User Experience

Service Intelligence

Service Experience

Great experiences run on the Now Platform



Security and
Risk

User Experience

Service Intelligence

Service Experience



Now Platform[®]

Great experiences run on the Now Platform



Security and
Risk



Security Orchestration, Automation, and Response

Integrated Risk Management

User Experience

Service Intelligence

Service Experience



Now Platform[®]

Great experiences run on the Now Platform



Security and
Risk



ServiceNow Security Operations

ServiceNow Governance, Risk, and Compliance

User Experience

Service Intelligence

Service Experience



Now Platform[®]

Great experiences run on the Now Platform



Security and
Risk



Security
Operations

Vulnerability Response

Security Incident Response

User Experience

Service Intelligence

Service Experience



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Security and
Risk



**Governance, Risk,
and Compliance**

Risk

Policy & Compliance

Audit

Vendor Risk

User Experience

Service Intelligence

Service Experience



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Security and
Risk

Security
Operations

Vulnerability Response

Security Incident Response

Governance, Risk,
and Compliance

Risk

Policy & Compliance

Audit

Vendor Risk

Third Party Integration

Workflow

Automation &
Orchestration

Deep IT Integration

User Experience

Service Intelligence

Service Experience



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Security and
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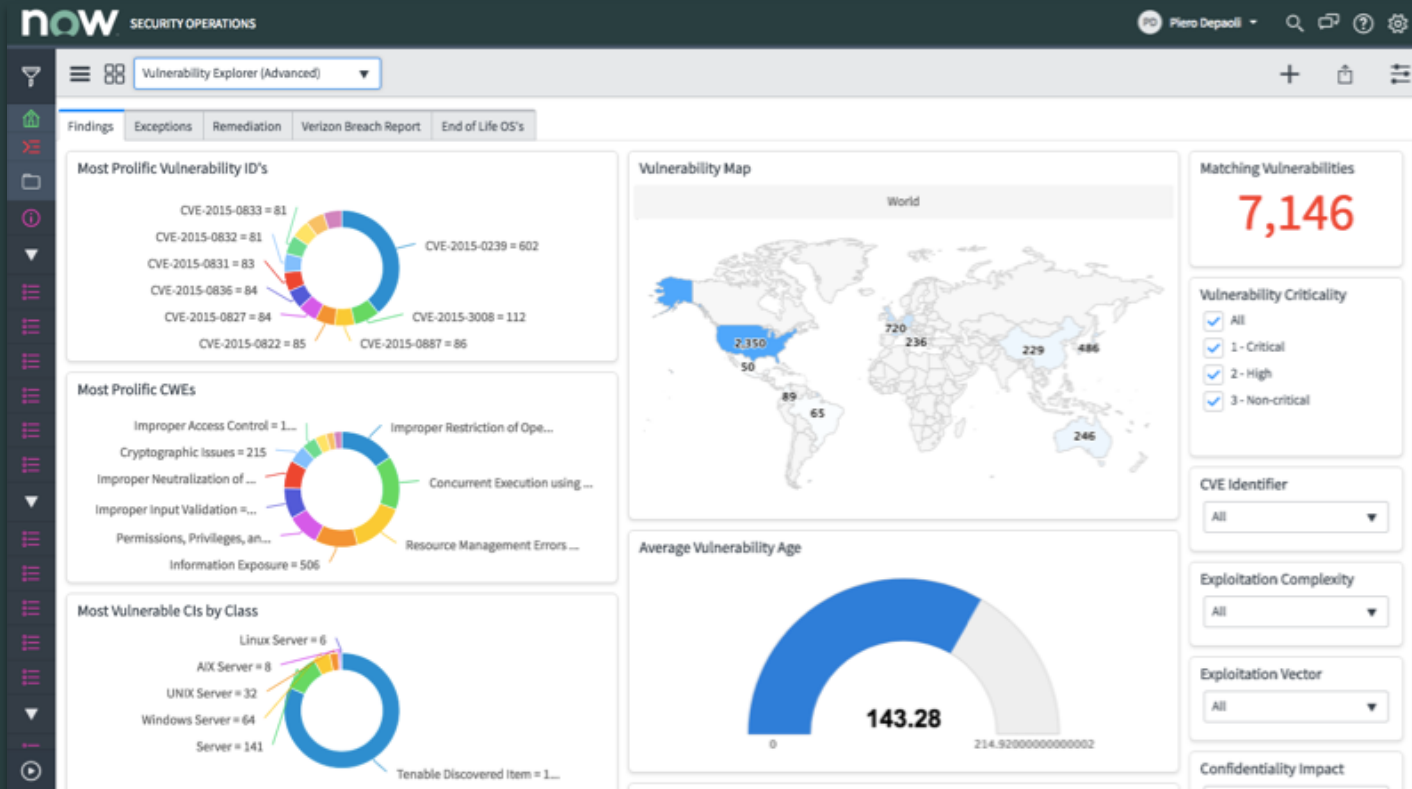
Automate compliance monitoring

Align third-party risk with overall risk



Fix severe vulnerabilities

Integrate your vulnerability scanner for faster vulnerability response



Outcomes

Identifies and prioritizes vulnerabilities by business criticality

Most important vulnerabilities remediated first and fast

Simplifies coordination with IT for remediation

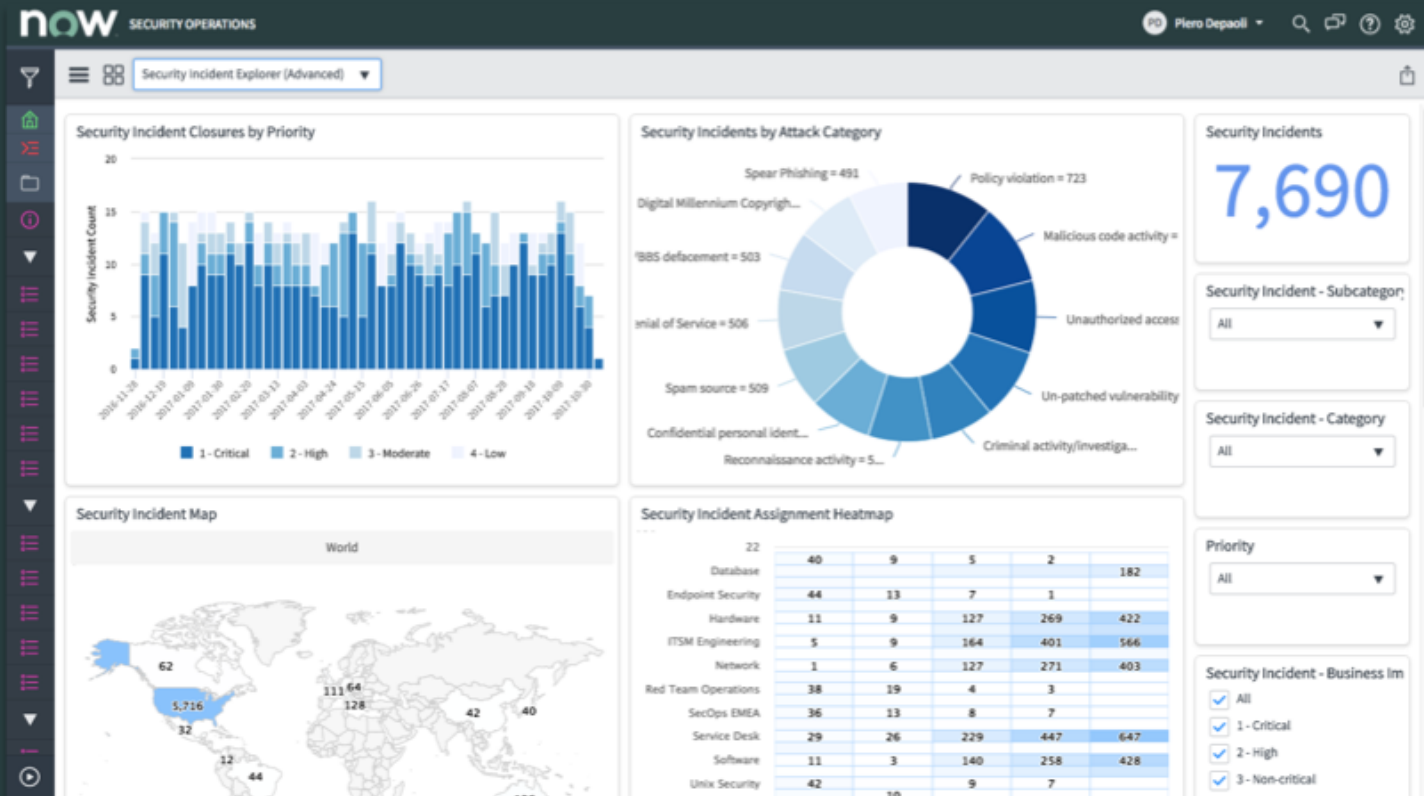
25%

faster vulnerability response*

* The Total Economic Impact™ of ServiceNow Security Operations, A Forrester Total Economic Impact™ Study Commissioned by ServiceNow, January 2018

Resolve security incidents fast

Connect security tools in a single platform to solve critical threats first



Security Operations: Security Incident Response

Outcomes

Identifies and prioritizes security incidents by business criticality

Automates threat intelligence lookups for incident enrichment

Uses playbooks and orchestration for fast, efficient response

45%

faster security incident response*

* The Total Economic Impact™ of ServiceNow Security Operations, A Forrester Total Economic Impact™ Study Commissioned by ServiceNow, January 2018

Improve efficiency of existing staff

Close incidents faster with orchestration and automation

The screenshot displays the 'now SECURITY OPERATIONS' interface for an incident titled 'User Reported Phishing - Subj: Fwd: Change Your Office 365 Password Immediately'. The incident state is 'Analysis'. The interface is divided into several sections:

- Work notes:** A note from Piero DePaoli states: 'Automation has identified one or more IOCs associated with this incident. It appears to be a phishing attempt targeting executives in the organization. Investigating with high priority... less'.
- Affected Users:** A table with columns: User, Email, Active, Time Zone.

User	Email	Active	Time Zone
Sean Convery	Sean@servicenow...	true	US/Pacific
- Threat lookup results:** A table with columns: Observable, Integration Vendor, Finding.

Observable	Integration Vendor	Finding
2bc3f9cf688d7841c36f0e9e9daa9ec755...	VirusTotal	Malicious
107.179.62.12	VirusTotal	Malicious
107.179.62.12	VirusTotal	Malicious
2bc3f9cf688d7841c36f0e9e9daa9ec755...	VirusTotal	Malicious
2bc3f9cf688d7841c36f0e9e9daa9ec755...	VirusTotal	Malicious
- Configuration Items:** A table with columns: Configuration Item, Class, Created, Create.

Configuration Item	Class	Created	Create
MacBook Air 13*	Computer	30mins ago	admin
- Similar Security Incidents:** A table with columns: Task, Short Description, Observable.
- Playbook:** A 'Phishing Playbook' with a 'Draft' section and an 'Analysis (2)' section. The first task, 'Did employee submit the email properly?', is marked 'COMPLETED'. The second task, 'Is Email Phishing?', is marked 'TO DO'.

Security Operations: Security Incident Response

Outcomes

Uses automation to reduce manual, mundane tasks

Prioritizes work for analysts by business criticality

Develops junior analyst skills with dynamic playbooks

50%

efficiency improvement on tier 1 security incidents*

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Improve efficiency of existing staff

Manage and reduce risk

Communicate risk and audit results to the business

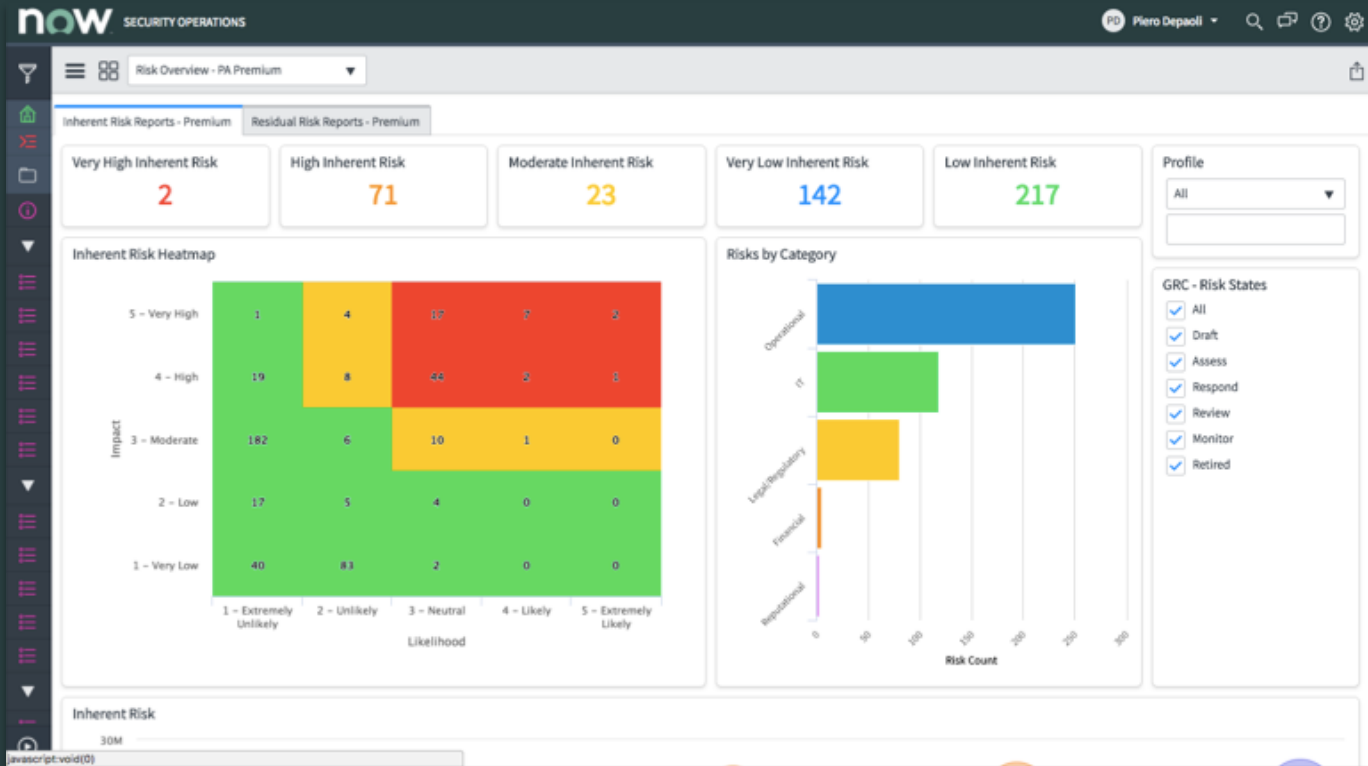
Automate compliance monitoring

Align third-party risk with overall risk



Communicate risk to the business

Reduce remediation time from weeks to minutes



Governance Risk and Compliance: Risk Management

Outcomes

Identifies emerging risks and audit activities

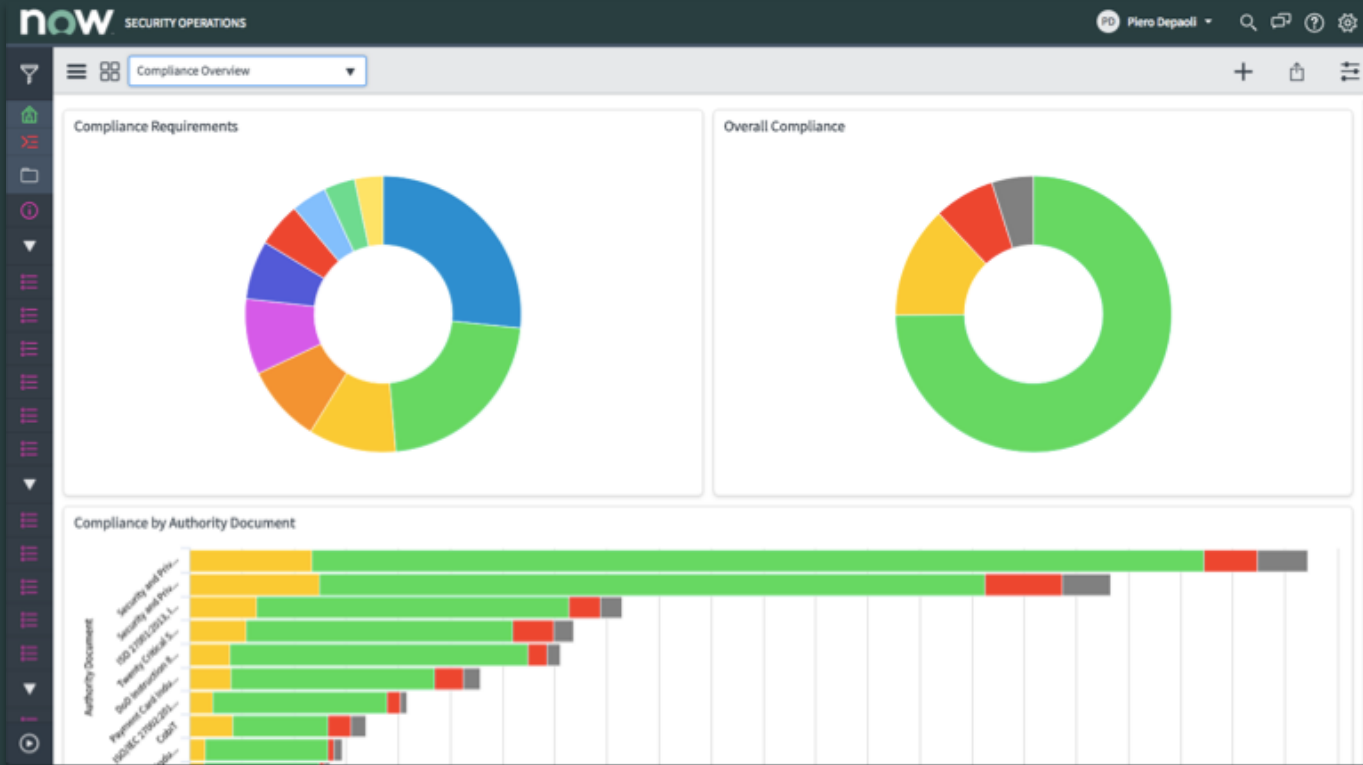
Prioritizes risks by business criticality

Improves decision making

From hours to seconds
to view role-based risk reports*

Automate compliance monitoring

Detect changes and risks in real-time with one-click reporting



Governance Risk and Compliance: Compliance and Audit Management

Outcomes

- Reduces redundant manual work
- Increases performance and productivity
- Delivers real-time insight into compliance

50%

reduction in manual processes*

Align third-party risk with overall risk

Streamline the way you manage vendor risk and track issues

Number	Name	Vendor	State	Assigned to	Planned end date	Actual end date	Risk rating	Due date
VBA0002004	Quality Assessment - 2017	Workday	Responses Received	Bob Ferrini	2017-02-09 09:37:11		Moderate	2017-01-20 09:37:11
VBA0002117	Risk assessment of vendor Acer	Acer	Draft		2017-04-02 15:03:17			
VBA0002119	Risk assessment of vendor Acer	Acer	Draft		2017-04-02 15:03:17			
VBA0002043	Risk assessment of vendor Oracle	Oracle	Draft		2017-04-05 14:02:38			
VBA0002070	Risk assessment of vendor Acer	Acer	Draft		2017-04-05 14:02:38			
VBA0002025	Risk assessment of vendor Apple	Apple	Draft		2017-04-05 14:02:38			
VBA0002041	Risk assessment of vendor Oracle	Oracle	Draft		2017-04-23 13:58:52			
VBA0002014	Risk assessment of vendor Oracle	Oracle	Draft		2017-05-05 13:54:28			
VBA0002037	Risk assessment of vendor Apple	Apple	Draft		2017-05-28 13:58:40			
VBA0002044	Risk assessment of vendor Oracle	Oracle	Draft		2017-05-28 13:58:40			
VBA0002033	Risk assessment of vendor Apple	Apple	Draft		2017-05-28 13:58:40			
VBA0002035	Risk assessment of vendor Apple	Apple	Draft		2017-05-28 13:58:40			

Governance Risk and Compliance: Vendor Risk Management

Outcomes

Identifies and tiers critical vendors

Simplifies communications with third-parties

Assesses residual risk of working with third-parties

35%

increase in risk assessment closure rate*

Security and Risk success stories





Problem

Multiple systems for service delivery, procurement, and asset management made serving constituents and agencies difficult

Solution

Consolidated service and asset management provides one view of all IT services, devices, assets, and agency billing

Products

Now Platform[®]
Security Operations

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Improving security response

Outcomes

60%

Reduction in vulnerability response time

30%

Reduction in security incident response time

50%

Of configuration items updated with correct IP information

“

ServiceNow Vulnerability Response has allowed AMP to process, prioritize, and action vulnerable systems, providing a 60% reduction in vulnerability response time. What used to take a significant effort and manpower three weeks has now been reduced to a single day.



Rahn Wakeley
Head of Cybersecurity,
AMP Financial



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Governance, Risk, and Compliance

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Building risk maturity with agility

Outcomes

92%

Reduction in time to raise an event

Seconds

Manual reporting previously took hours (board regularly saw data 3 weeks old)

4 FTEs

Time savings through automation

“

We now see our obligations and risks across the business in a single view. We can provide daily, weekly and monthly risk management statistics to the business in an easily digestible, dynamic format, rather than spending time in spreadsheets maintaining data and developing slide packs.



Greg Dominish

Risk Systems Manager, Management Assurance
MLC Life

How ServiceNow uses Security Operations



6x

Faster alert processing via automation
and data integration

\$420,000

Savings in security operations staffing
costs

8,700

Hours saved annually via SOC
automation

50%

More cases handled per staff through
operations efficiencies

How ServiceNow uses Governance, Risk, and Compliance



66%

Reduction in quarterly control certification

\$500,000

Savings annually via automated workflows and more

24/7

Assurance through monitoring and alerts

110

Corporate policies managed via Service Portal

ServiceNow Named a Leader in the 2018 Gartner Magic Quadrant for Integrated Risk Management



Figure 1. Magic Quadrant for Integrated Risk Management



Source: Gartner (July 2018)

This Magic Quadrant graphic was published by Gartner, Inc. as part of a larger research note and should be evaluated in the context of the entire report. The Gartner report is available upon request from ServiceNow. Gartner does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Source: Gartner, Inc., Magic Quadrant for Integrated Risk Management, John A. Wheeler, Jie Zhang, Earl Perkins, July 16 2018 ID: G00323128



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Thank you