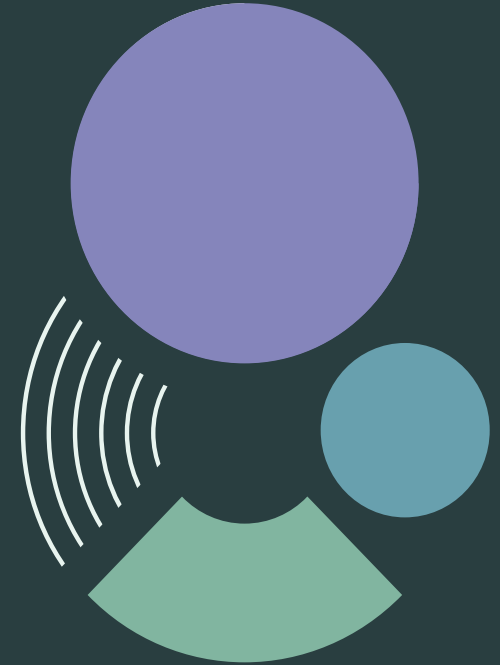
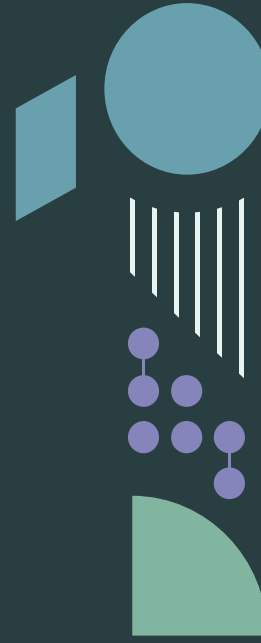


now summit



24 October • Frankfurt

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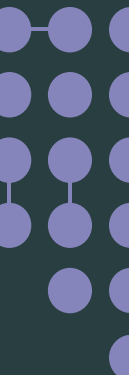


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ServiceNow Integrated Risk Management/ GRC / GDPR

Bernhard Reich
Product Line Sales Manager
Security & Risk

Manoj Patel
Senior Advisory Solution Consultant
Security & Risk EMEA



Speaker introduction



Name: Manoj Patel

Title: Senior Advisor

Function: Security & Risk Practice Global Practice

Company: ServiceNow

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Manoj Patel, serves as Senior Advisory Solution Consultant for ServiceNow's Global Security and Risk BU, focused on solving Enterprise Risk & Cyber Security challenges. He brings a total of 20+ years of experience in Enterprise Service & Legal Management, Governance, Risk & Compliance & Security space.

He is a regular guest speaker at ISACA EuroCACS, ISACA CSX and Gartner conferences for GRC, GDPR & CyberSecurity topics. His blog posts on GDPR & Cyber Security can be found on LinkedIn. He holds an MBA (Finance) from UK, M.S (Computer Science) from Germany, and B.Sc. (Physics) from India. He is certified as GRCP (OCEG) and in CyberSecurity (CSX).

Speaker introduction



Name: Bernhard Reich

Title: Product Line Sales Manager, SecOps & GRC

Function: Security & Risk Practice Product Line Sales

Company: ServiceNow

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- **EXPERIENCE:** 22 years in IT/Software Industry in Sales and Management, 13 years in Security
- **FOCUS AREAS:** Systems & Security Architectures, Security Operations, Governance Risk & Compliance
- **CURRENT PROJECTS:** ServiceNow Security Operations & GRC



Agenda

▶ The current state of Governance, Risk, and Compliance

▶ Integrated Risk Management

▶ What's New in London?

▶ GDPR Use Cases

▶ Q&A



74% percent of global risk management executives state that their ability to forecast critical risks will be more difficult in three years.

Gartner: Transform Governance, Risk and Compliance to Integrated Risk Management May 2018

ServiceNow GRC is industry recognized



ServiceNow continuous monitoring provides “maximize flexibility, increased performance, and enhanced detection and response”



ServiceNow is one of the “top 10 solutions customers should know”



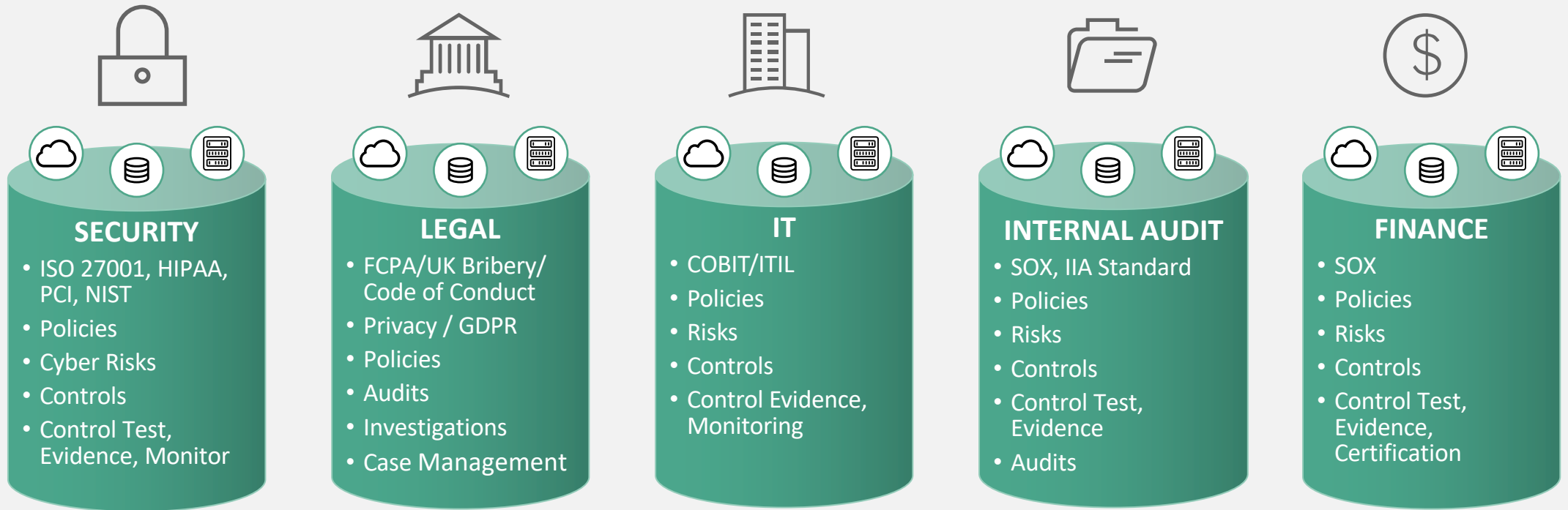
ServiceNow is a LEADER in Gartner’s inaugural Integrated Risk Management (IRM) Magic Quadrant.

Enterprises Are Faced with Increasing Challenges and Demands



Problem: GRC in an old work model is inefficient

Tools & Capabilities Can't Keep Up



Email



Spreadsheets



Meetings



Integrated Reporting



Workflow Driven Process



Transparency

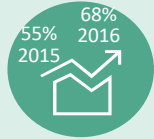
The effects of a breach or non-compliance can be severe

43% of respondents are operating compliance efforts at an ad hoc or fragmented/siloed maturity level⁵



\$1M

Loss due to corporate fraud
in 23% of cases studied¹



\$3.62M

Avg. total cost of a data breach²



\$10M

Cost of responding
To third-party breaches
over the previous 12
months⁶



\$342B

Fines for misconduct on banks since 2009
Erasing \$850B in profits for
the top 50 global banks
since 2008⁴



\$1.2M

Largest settlement
To resolve a legal
action based on a
policy review (in study)³

16.7%

Suffered reputation damage

26%

Non-compliant with regulatory frameworks

As a result of third-party relationships⁷

1. Association of Certified Fraud Examiners. (2016). 2016 Report to the Nations. Retrieved 13 January, 2017
2. Ponemon Institute Cost of Data Breach Study, June 2017
3. 2016 Ethics and Compliance Policy Management Benchmark Report. Retrieved 18 January, 2017

4. Reuters: U.S., EU fines on banks' misconduct to top \$400 billion by 2020: report. September 27, 2017
5. Balancing risk with opportunity in challenging times, Grant Thornton GRC Survey 2016
6. Ponemon Institute Tone at the Top report, May 2016
7. Deloitte Third-Party GRC Survey 2017



Now Platform



IT



Security Risk



Intelligent Apps



HR



Customer Service

User Experience



Service Portal



Service Catalog



Mobile Native



Community



Agent Workspace

Service Intelligence



Supervised Machine Learning



Virtual Agent Designer



Virtual Agent



Actionable Analytics



Time-series Database

Service Experience



IntegrationHub



Flow Designer



Visual Taskboards



Mobile Designer



Service Aware CMDB

Introducing ServiceNow GRC/ Integrated Risk Management



POLICY & COMPLIANCE
MANAGEMENT



RISK MANAGEMENT



AUDIT MANAGEMENT



VENDOR RISK MANAGEMENT

User Experience



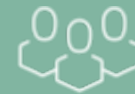
Service Portal



Service Catalog



Mobile Native



Community



Agent Workspace

Service Intelligence



Supervised
Machine Learning



Virtual Agent
Designer



Virtual
Agent



Actionable
Analytics



Time-series
Database

Service Experience



IntegrationHub



Flow Designer



Visual Taskboards



Mobile Designer

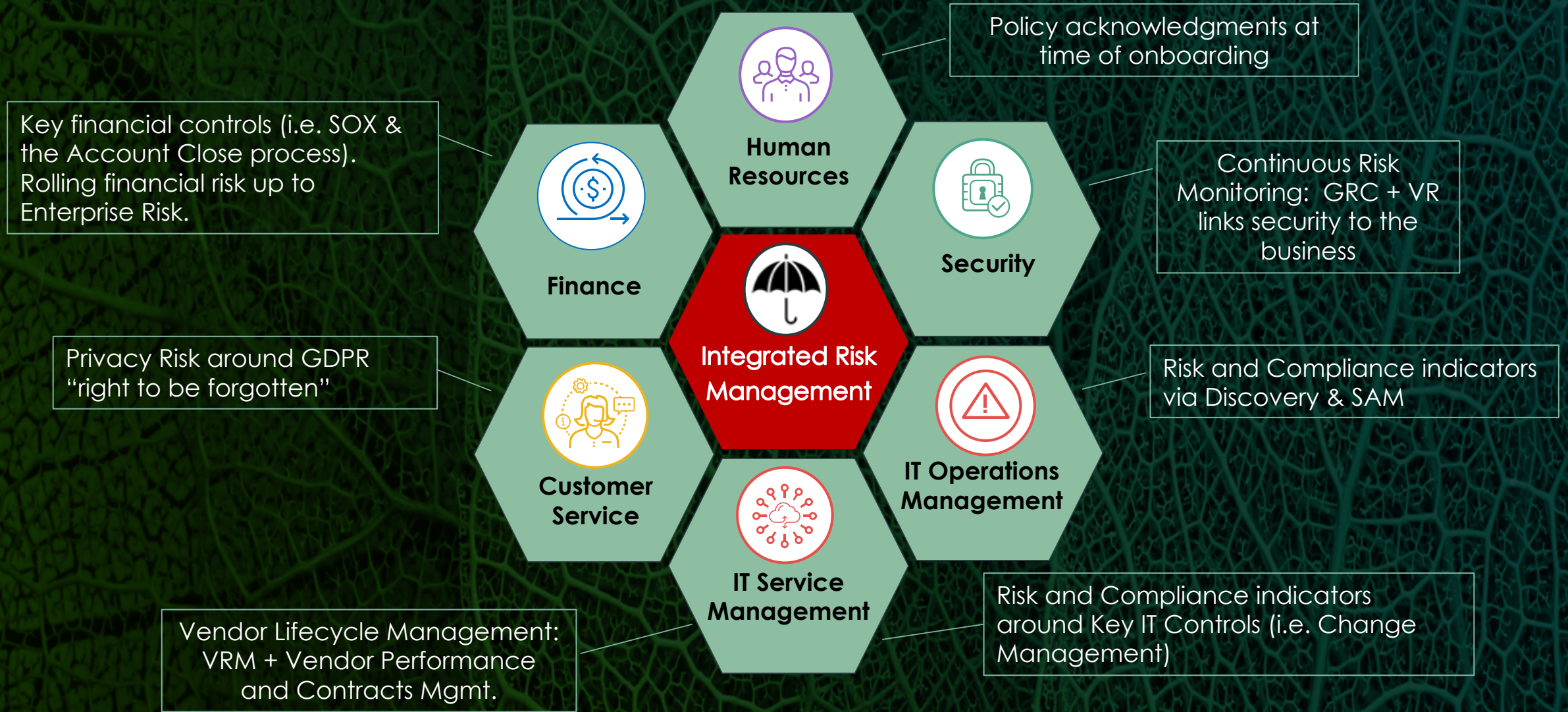


Service Aware
CMDB

The background is a solid teal color with various light blue geometric patterns. At the top, there are diagonal lines on the left and concentric arcs on the right. At the bottom, there are a grid of dots on the left, diagonal lines in the center, and a semi-circle on the right.

TRANSFORM

IRM with NOW Portfolio



ServiceNow IRM

now System of Action

Default [GRC F] GRC Profiles System Administrator

GRC Risk Overview

Inherent Risk Residual Risk **Calculated Score** Compliance

Avg Calculated Score

Mar 2018
1.9 Change: 0.0 (0.0%)

Very High Calculated Score

Mar 2018
0 Change: 0 (0.0%)

High Calculated Score

Mar 2018
19 Change: 0 (0.0%)

Moderate Calculated Score

Mar 2018
64 Change: 0 (0.0%)

Low Calculated Score

Mar 2018
281 Change: 0 (0.0%)

Very Low Calculated Score

Mar 2018
145 Change: 0 (0.0%)

Risk - Calculated Score Trend

Visualization: Line Breakdown: Risk.Calculated Score

Risk - Profile Type Breakdown

Profile Type	Count
Vendors	234
Business Services (Operatio...)	120
Critical Business Services ...	117
Departments	29
Company	5

Legend: Vendors (blue), Business Services (Operatio... (green), Critical Business Services ... (yellow), Departments (orange), Company (purple), Data Centers (dark blue)

Risk - Calculated Score Breakdown

Score Level	Count
2 - Low	281
1 - Very Low	145
3 - Moderate	64
4 - High	19

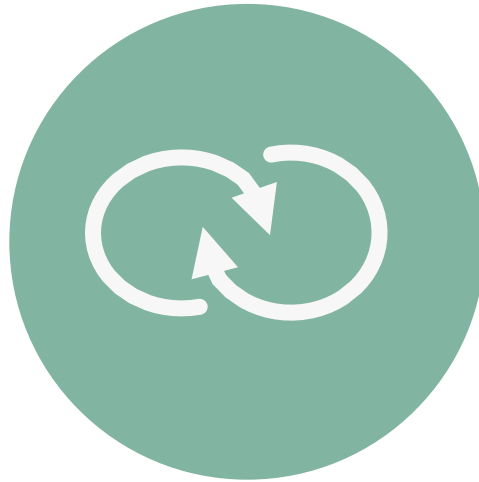
Legend: 4 - High (blue), 3 - Moderate (green), 1 - Very Low (yellow), 2 - Low (orange)

What's New in London?

New features in London



Vendor Tiering



Security Score Integration



SOX Content Pack

Reduce risk posed by your vendors

Vendor Risk Management

Third-party risk is real



\$10M

**COST OF RESPONDING
TO THIRD-PARTY BREACHES OVER
THE PREVIOUS 12 MONTHS ²**



12%

**INCREASE IN COST OF A DATA
BREACH IF A THIRD PARTY IS
INVOLVED ¹**



16.7%

**SUFFERED
REPUTATIONAL DAMAGE ³**



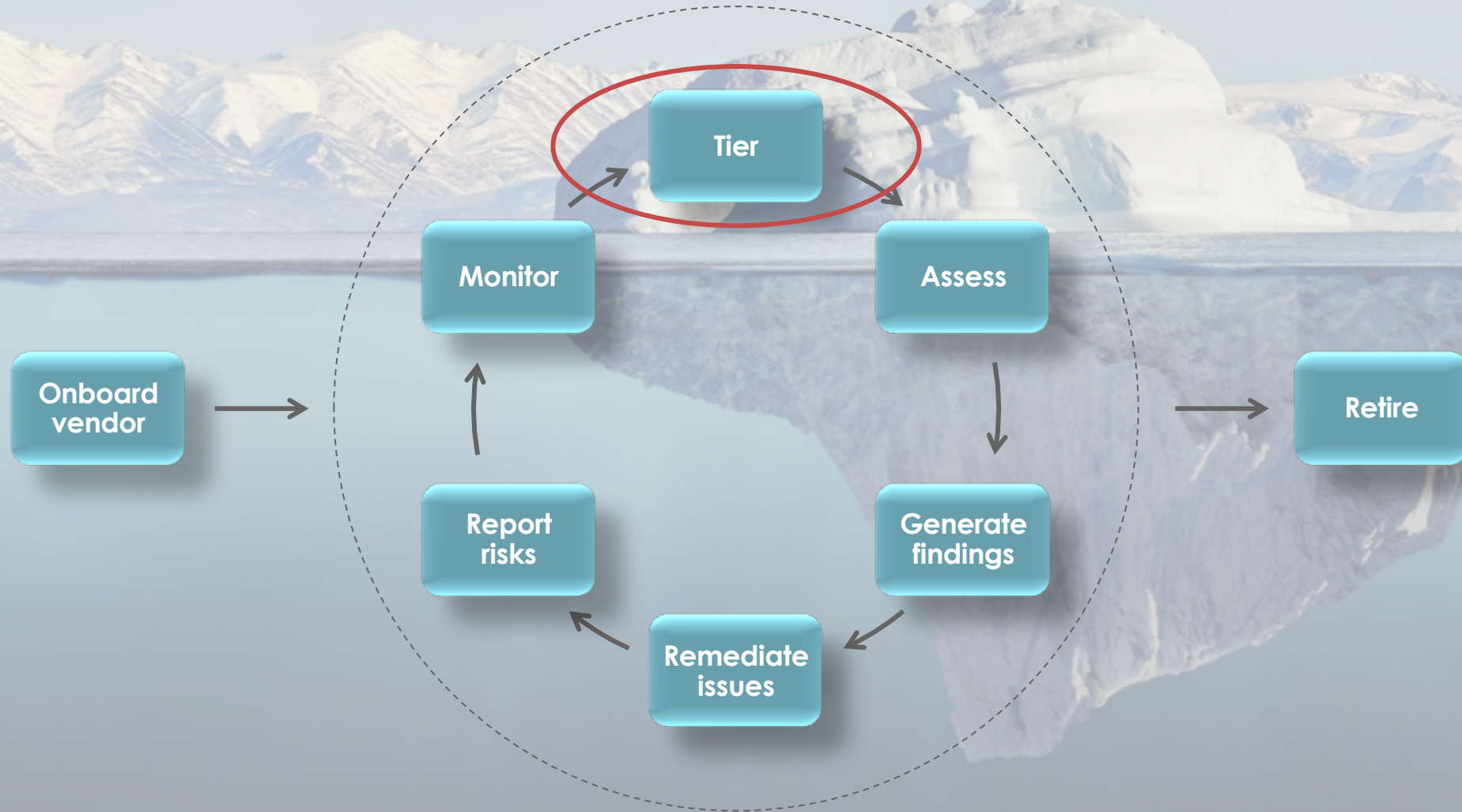
26%

**NON-COMPLIANT
WITH REGULATORY FRAMEWORKS ³**

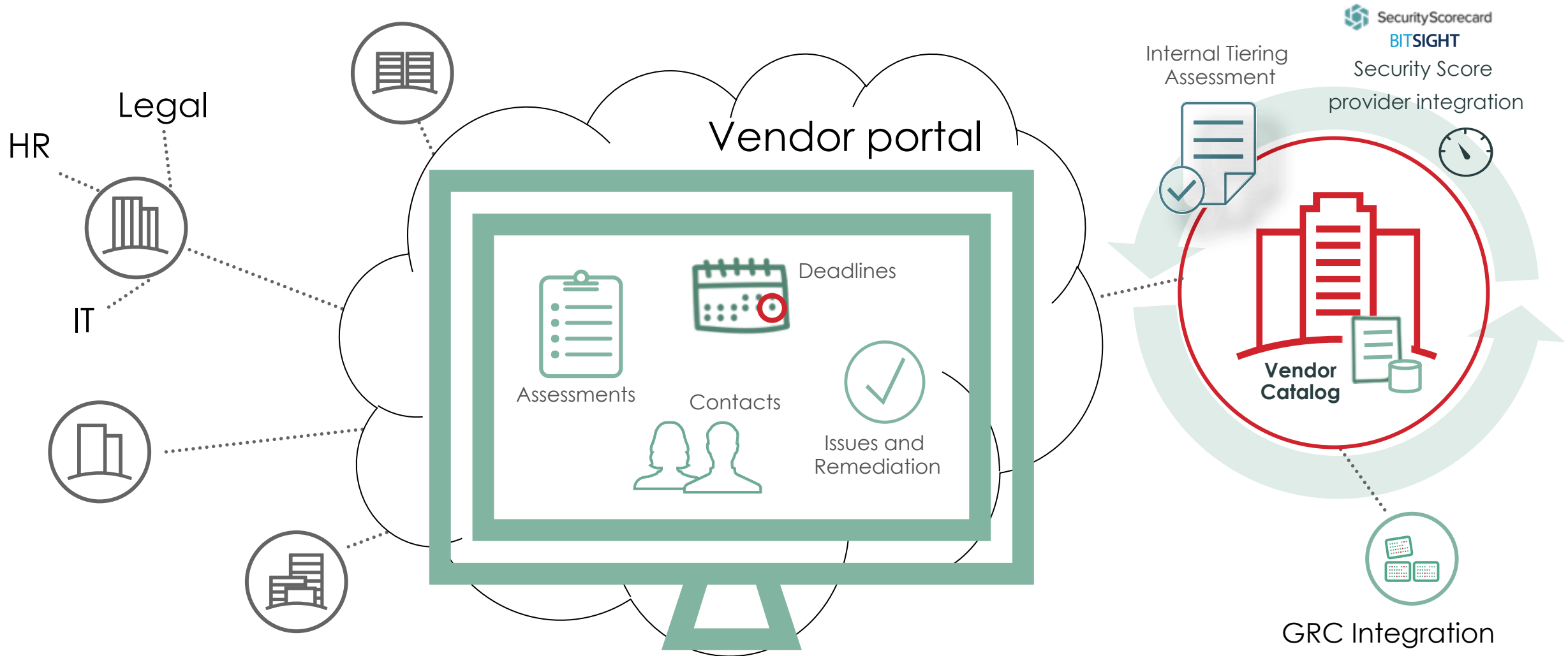
Internet of Things (IoT) and migration to the Cloud will increase third party risk

1. Ponemon Institute Cost of a Data Brach report 2017
2. Ponemon Institute Tone at the Top report, May 2016
3. Deloitte Third-Party GRC Survey 2017

Third-party risk management process



ServiceNow Vendor Risk Management



Security Score provider integration



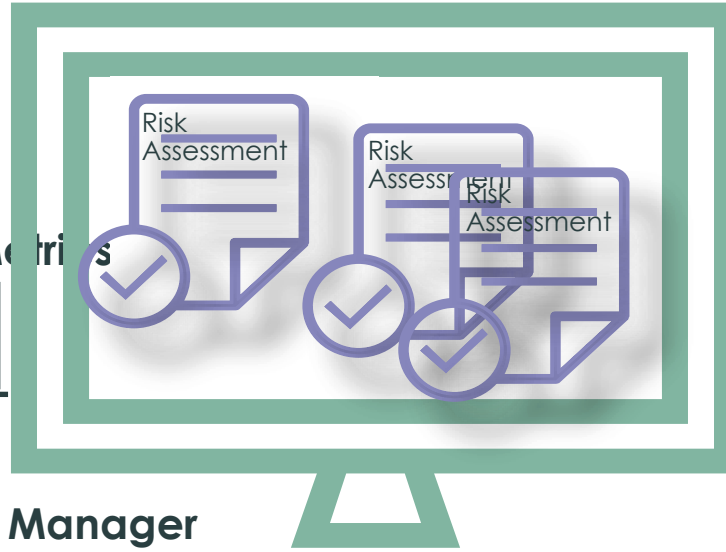
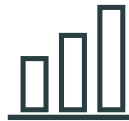
BitSight



Security Scorecard



Internal Metrics



Security Score

800



80

Security Score Provider Table

Vendor Risk Manager



Score based assessment submission rule



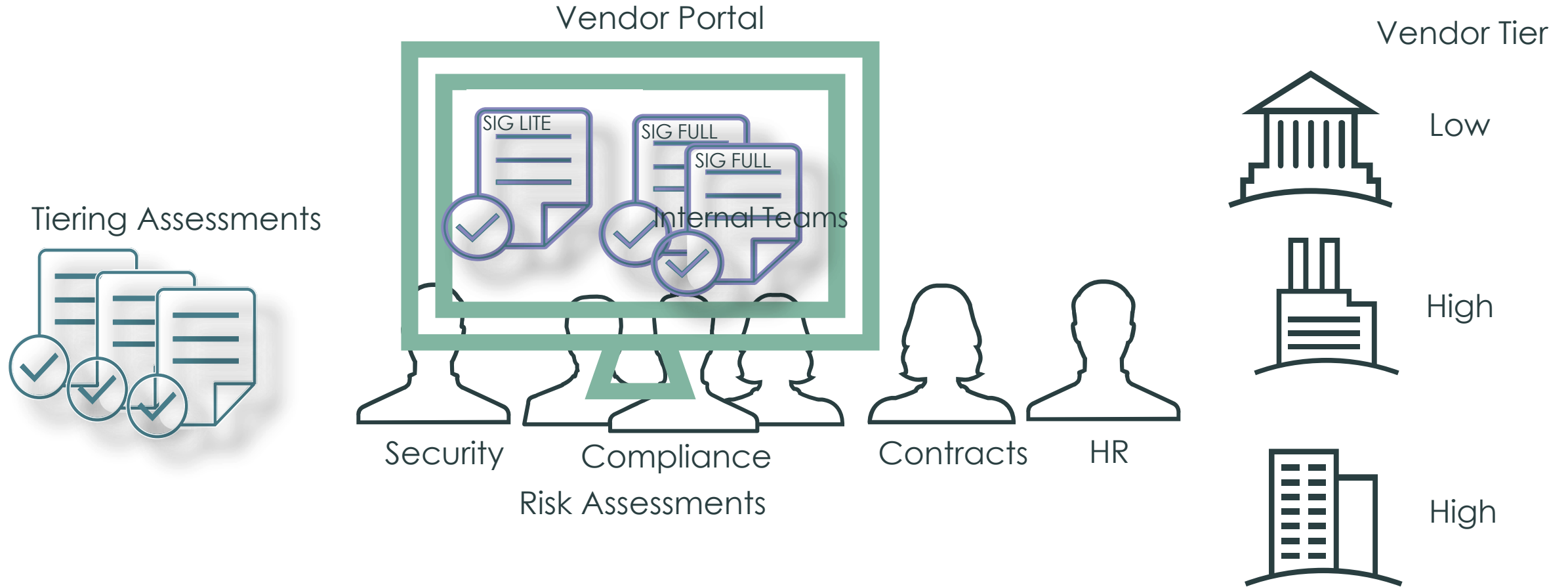
Workfast's Vendor Tier = **Medium**

If the vendor score drops by 20% or more send a new vendor assessment



160

Vendor Risk Tiering



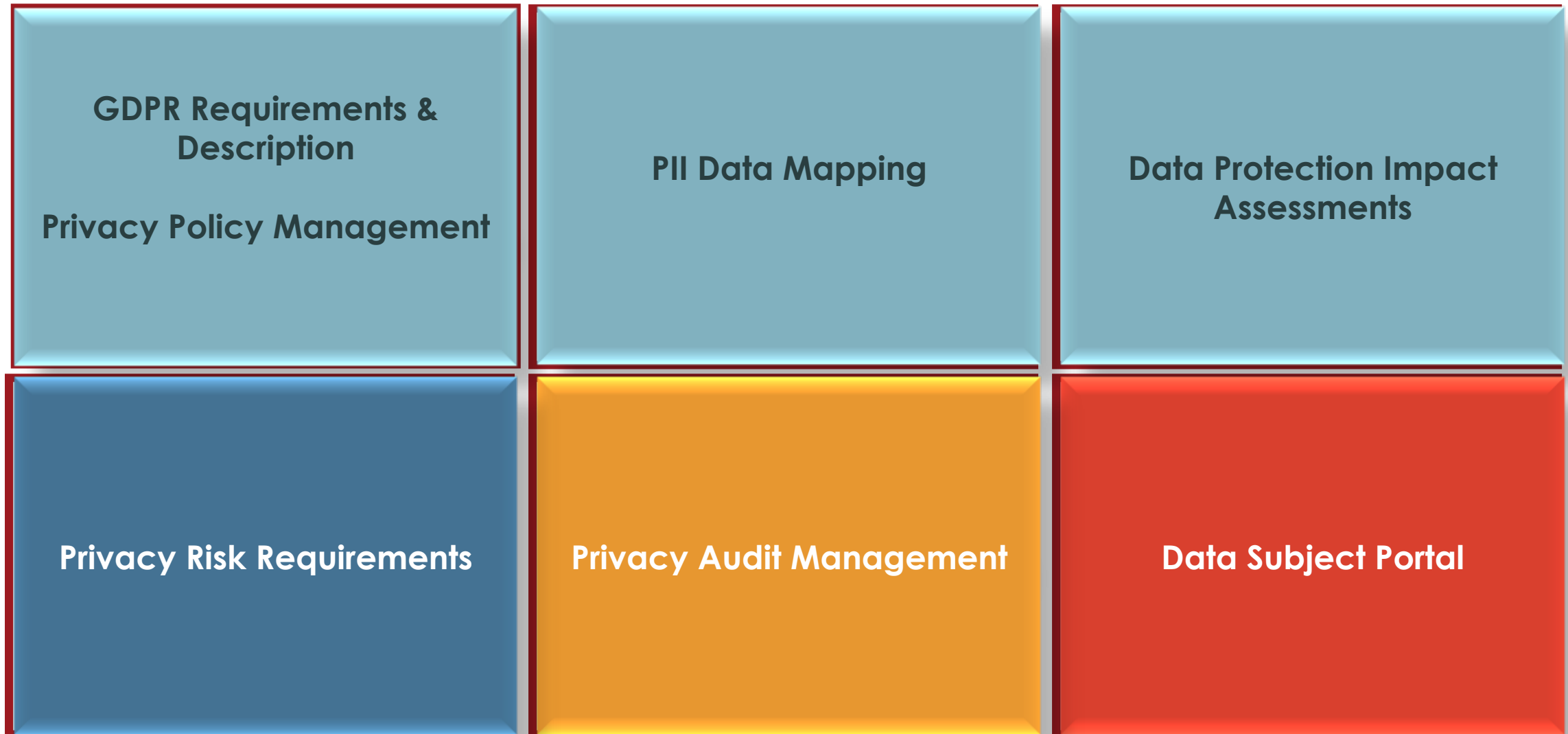
GDPR Use Cases

9

ways ServiceNow can help



9 Ways ServiceNow can Help



9 Ways ServiceNow can Help

3rd Party GDPR Compliance

**72-Hour Breach Notification
&
Privacy Breach to Risk
Relationship**

**Data Protection Office
Dashboard**

Automated, actionable, and unified ServiceNow IRM

Improve your risk and compliance posture and effectively communicate it across departments and to the board



CONTROL YOUR RISK EXPOSURE ACROSS YOUR EXTENDED ENTERPRISE

... with continuous monitoring internally and with vendors, at scale



IMPROVE STRATEGIC PLANNING AND DECISION MAKING

... with a single integrated risk management platform to prioritize risk



INCREASE PERFORMANCE AND PRODUCTIVITY

... with consistent and cross-functional automation



EFFECTIVELY COMMUNICATE AND COLLABORATE

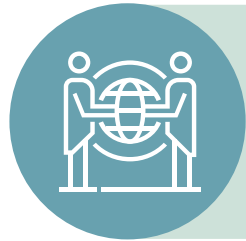
... with a purpose-built vendor portal supported by the Now Platform



servicenow™

Thank you

We want to hear from you!



Events

ServiceNow UserGroups
NowForums
Knowledge



Programs

Design Partner Program
Lighthouse Program
Product Advisory Council



Community

GRC Community

Thousands of active members hailing from all geographies, industries, and size companies