

ServiceNow Performance Analytics for Security Operations

The security operations challenge

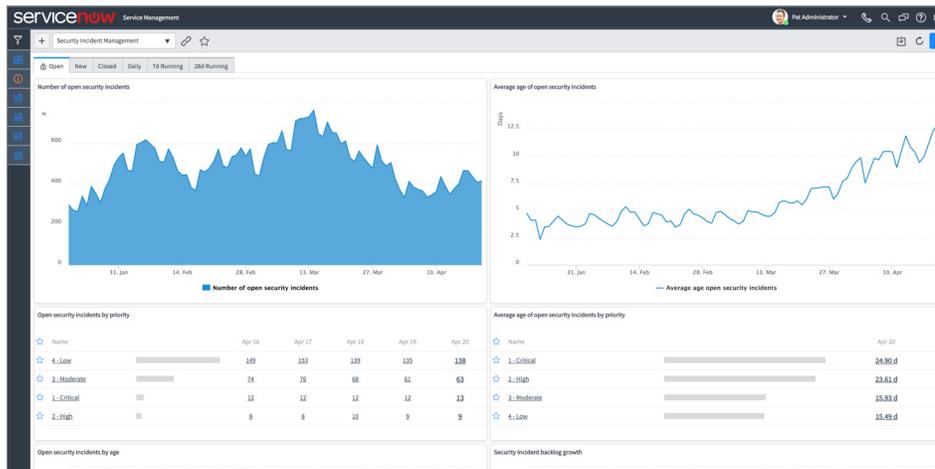
In today's increasingly complex business landscape, companies need to quickly and seamlessly identify, prioritize, and remediate threats before they turn into large-scale problems. But inefficient, manual processes and a widening gap between security and IT teams get in the way—ultimately leading to long detection or response times, and an increased risk of security breaches. Real-time visibility into performance is critical for security operations to increase efficiency, optimize security posture, and respond to threats.

The ServiceNow solution

ServiceNow® Performance Analytics for Security Operations is an easy-to-use, integrated application designed for reporting and analyzing security operations performance and effectiveness in the ServiceNow enterprise cloud. It comes with over 50 predefined, best practice KPIs and out-of-the-box dashboards for monitoring security operations processes.

The responsive, interactive canvas provides access to real-time trends with the flexibility to drill into performance results and answer questions on the spot. Embedded and contextual analytics empower everyone to make better decisions, and a unique visualization library delivers end-to-end transparency within each process.

Performance Analytics helps businesses pinpoint business-critical issues, reduce response times, and reveal areas that can be automated to increase efficiency.



Performance Analytics dashboards provide security analysts with deep insights into areas for investigation, improvement, and action.

Benefits

Anticipate trends

Monitor current and prior performance to identify areas for improvement and detect service bottlenecks before they occur.

Prioritize resources

Bring absolute clarity to what matters, and quickly adjust service coverage to where it's needed most.

Maximize automation

Easily pinpoint areas where automation can improve response times, increase efficiency, and reduce risk.

Guide continual service improvement

Advocate for progress and take action using key indicators, mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.

Act with confidence

Protect and support the business with deep insights and real-time visibility into security operations.

Extensible library of KPIs and dashboards

KPIs are quantifiable values that enable companies to measure how effectively they are progressing toward key business objectives. In security operations, KPIs might include metrics such as the percent of open or overdue incidents, average incident resolution time, or the number of open, high risk incidents. Performance Analytics for Security Operations provides out-of-the-box dashboards and 50+ security-focused KPIs based on best practices and our service industry experience.

Detailed, mobile-enabled scorecards

Scorecards incorporate organizational objectives and metrics (KPIs), allowing companies and individuals to track progress toward defined targets. For example, if a company is tracking toward a goal of more effective incident resolution, they may choose to measure:

- Average close time of security incidents
- Number of security incidents not updated in the last 5 days
- % of security incidents closed by mitigating threat

Performance Analytics automatically creates a detailed scorecard of each KPI's performance trend using both current and historical performance data. Through scorecards, security teams can track KPIs in real-time and compare performance against targets.

KPI scorecards can be accessed using mobile devices to check the latest results and analyze their trends anytime, anywhere.

Responsive, interactive dashboards

Dashboards provide a graphical view of performance trends and real-time results, allowing executives and business service owners to make quick, informed decisions at a glance.

Performance Analytics delivers flexible and interactive dashboards for clear performance visualization and easy customization. Navigation is intuitive and familiar, with dashboards accessed from within the ServiceNow interface using drop-down menus and tabs.

From a dashboard, security managers can access scorecards, drill into breakdowns, and directly access the underlying operational records. Interactive analysis and filters guide users towards meaningful patterns and trends. Dashboards can be shared with groups or individuals, ensuring there is a single version of truth driving operational improvement.

Embedded, contextual analytics

Performance Analytics includes powerful, in-platform analytics for ServiceNow Security Operations. This empowers employees with self-service intelligence based on secure, real-time data – while retaining the business context needed to turn insights into action.

Embedded analytics provide faster, more secure, and more reliable results than traditional business intelligence or third-party tools, and make data discovery more accessible to stakeholders at all levels of the business.

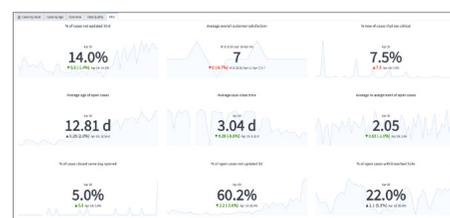
Using in-form analytics, security analysts can access context-sensitive trend data instantly and use that knowledge to set

expectations, triage escalations, and alert peers and management about developing situations that can cause security breaches.

In-platform analytics also ensures compatibility with any changes or customizations across the ServiceNow platform, making upgrades a seamless experience while delivering fast time-to-value for users across the enterprise.

Find out more

Visit: servicenow.com/products/performance-analytics.html



Scorecards give insight into KPI trending over time



KPI predictions enable stakeholders to make quick decisions based on emerging trends