Create an intelligent workflow for your certificate management team

Certificate mismanagement has costly impact to business
Great customer experience relies on digital services. If your digital services suffer from frequent outages, they can have costly impact to business including loss of revenue, customer satisfaction, and negative brand reputation.

Managing Secure Socket Layer (SSL) and Transport Layer Security (TLS) certificates is critical to running high-performing digital services. But it’s often quite difficult to manage the lifecycle for a variety of certificates. For certificate management teams, it’s crucial that they manage complete certificate lifecycle from origination to expiration and renewal by pairing them to the services they support in one platform.

Get control of your certificate inventory
Typically, PKI teams don’t have complete visibility into the ownership and services supported by certificates. By gaining a complete understanding of infrastructure that supports critical services and pairing certificates with it, you have a faster route to fixing wide-spread outages. ServiceNow Certificate Inventory and Management discovers and maps your critical services and underlying infrastructure. Along with it, you get an inventory of all your certificates paired to your IT environment.

Create an intelligent workflow to renew certificates before they impact critical services
You’ll receive alerts when certificates are about to expire present tasks to renew them. Hence, with workflow automation, you can automate the discovery process as well as avoid outages and security threats.

There are many products in the market that help you do certificate discovery. However, it’s rare that you know the business-critical services at your fingertip and proactively manage related certificates before they cause customer downtime. With this unique lens, you’re on a path to automate resolution of commonly occurring issues without going through lengthy change management process.

Automated discovery
• Automate discovery of certificates with a variety of methods
• Maintain a central record of certificate for reporting

Intelligent workflow
• Get automated alerts and tasks when certificates are expiring

Reduce service risk
• Reduce security issues by eliminating vulnerabilities and risks due to expired certificates

Proactive reporting
• Easily track certificate management lifecycle with built-in analytics and out-of-the-box dashboards
• Remove compliance reporting nightmares with a centralized dashboard

ServiceNow Certificate Inventory and Management Dashboard
**URL-based discovery**

With service URL, you can import the paired certificates into your Configuration Management Database (CMDB). ServiceNow automatically detects changes and triggers a workflow to address issues such as renewal of expired certificates.

**Certificate Authority-based discovery**

With out-of-the-box patterns, you can collect certificates from certificate authorities (CA). Using ServiceNow store, you can download a pattern for the desired CA - such as DigiCert & GoDaddy - and discover them seamlessly in the CMDB.

**Network-based discovery**

With network-based discovery, you can run probes on specific ports that can collect certificates automatically. Shazzam Probe detects the ports on your network and begins the discovery process that automatically updates the CMDB with the right certificates.

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ServiceNow Certificate Inventory and Management automates certificate discovery with closer CMDB Integration and helped to remove the manual request to fulfill and renewal process

— ServiceNow IT Operations, Now on Now

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Comprehensive Certificate Management Solution