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DATA SHEET

ServiceNow Platform Encryption

The business challenge

Customers are increasingly migrating applications and information from on-premise systems to the cloud. Cyberattacks are becoming more complex, with attackers using multiple points of entry to get access to sensitive data. With more data moving to the cloud, failure to adequately protect sensitive data such as personally identifiable information (PII) including medical records, credit card numbers, corporate financial information, and intellectual property, could open doors to significant financial loss, reputational damage, legal ramifications and more. Additionally, organizations must ensure compliance with privacy laws and industry regulations such as HIPAA, PCI DSS and GDPR.

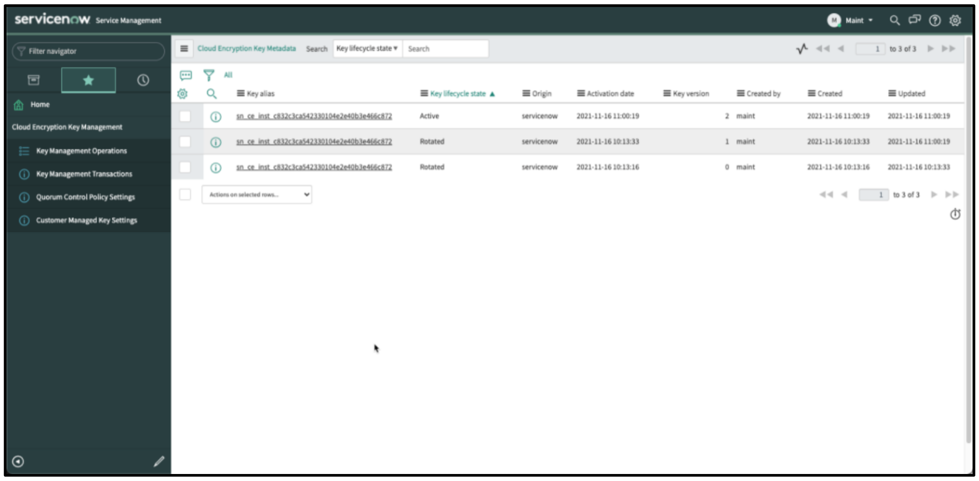
While things like budget, performance concerns, and lack of deployment knowledge have been cited as concerns for adopting security solutions such encryption, it is major point of defense in a cybersecurity strategy that provides multiple layers of protection.

The ServiceNow solution

ServiceNow Platform Encryption offers organizations multiple encryption technologies that protect sensitive data and ensure compliance with privacy policies, regulatory requirements, and contractual obligations.

The Platform Encryption solution consists of two types of encryption capabilities:

Cloud Encryption provides volume-based encryption and ensures sensitive data-at rest is always protected in ServiceNow datacenters with FIPS 140-2 Level 3 validated hardware security modules (HSM) and customer-controlled key management capabilities built in accordance with the NIST 800-57 special publication.


servicenow Service Management
Maint
Filter navigator
Home
Cloud Encryption Key Management
Key Management Operations
Key Management Transactions
Quorum Control Policy Settings
Customer Managed Key Settings
Cloud Encryption Key Metadata
Search
Key lifecycle state
Search
1 to 3 of 3
All
Actions on selected rows...
1 to 3 of 3

Key alias	Key lifecycle state ▲	Origin	Activation date	Key version	Created by	Created	Updated
sn_ce_inst_c832c3ca542330104e2e40b3e466c872	Active	servicenow	2021-11-16 11:00:19	2	maint	2021-11-16 11:00:19	2021-11-16 11:00:19
sn_ce_inst_c832c3ca542330104e2e40b3e466c872	Rotated	servicenow	2021-11-16 10:13:33	1	maint	2021-11-16 10:13:33	2021-11-16 11:00:19
sn_ce_inst_c832c3ca542330104e2e40b3e466c872	Rotated	servicenow	2021-11-16 10:13:16	0	maint	2021-11-16 10:13:16	2021-11-16 10:13:33

ServiceNow Cloud Encryption

Benefits

Maximize your data protection with industry's strongest government approved AES 256-bit encryption and FIPS 140-2 Level 3 validated hardware security modules (HSM)

Greater control of your sensitive data with flexible key management and use your own encryption keys (BYOK) Create, revoke, rotate and suspend keys as needed – no ServiceNow Support intervention required

Investment protection with flexibility to add additional layers of security as business and regulatory requirements evolve.

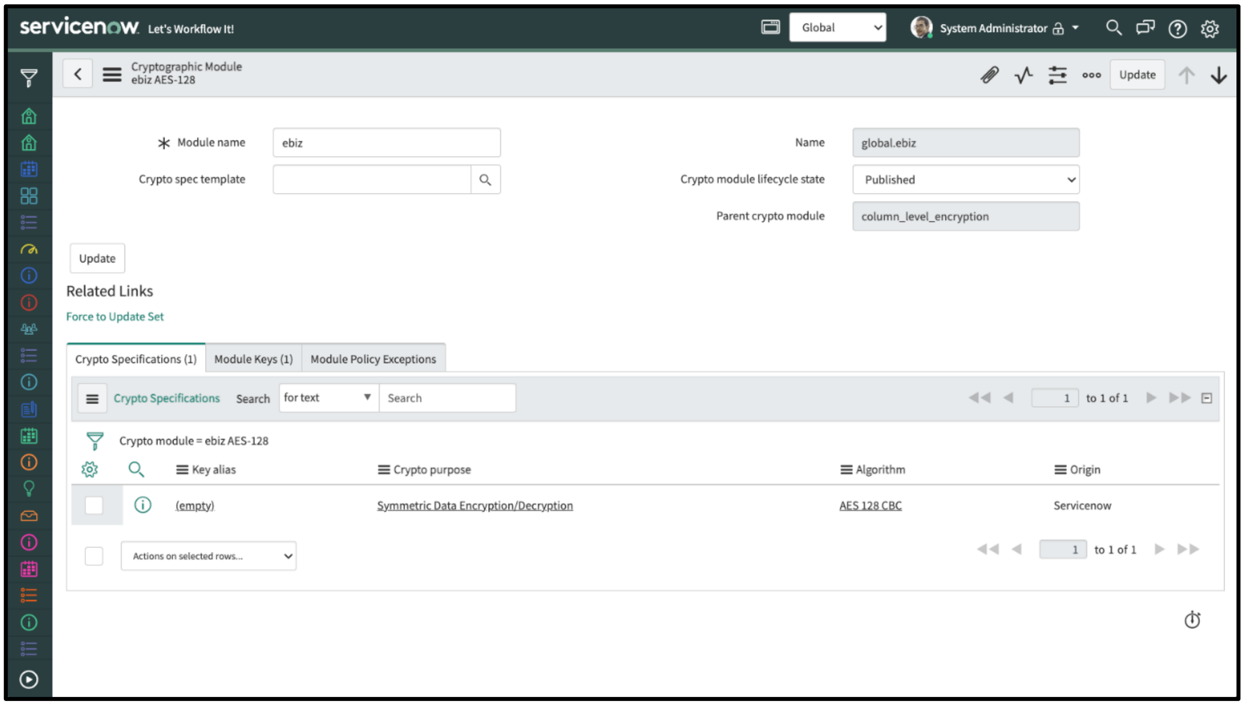
Increased compliance by meeting industry regulations and ensuring sensitive data is protected and kept confidential

Improve user experience without impact on application performance using Cloud Encryption

Granular application layer security for ServiceNow workflows using Column Level Encryption Enterprise and protect specific fields and objects containing sensitive data

Reduced complexity and cost with a single encryption solution for data-at-rest and data-in-use; easy to procure and consume

Column Level Encryption Enterprise encrypts data at the application and database level with FIPS 140-2 Level 3 validated hardware security modules and customer-controlled key management built in accordance with the NIST 800-57 special publication.



Cryptographic Module
ebiz AES-128

* Module name	ebiz	Name	global.ebiz
Crypto spec template		Crypto module lifecycle state	Published
		Parent crypto module	column_level_encryption

Crypto Specifications

Crypto module = ebiz AES-128

1 to 1 of 1

Key alias	Crypto purpose	Algorithm	Origin
(empty)	Symmetric Data Encryption/Decryption	AES 128 CBC	Servicenow

ServiceNow Column Level Encryption Enterprise

Platform Encryption enables customers to:

- Enforce confidentiality of sensitive and regulated data reducing the risk of unauthorized disclosures or data exfiltration
- Comply with governmental and industry certification requirements and regulations
- Limit key-access to sensitive data based on defined roles, defined script assignments, system user, application scope and domain membership

ServiceNow Key Management

The Platform Encryption solution comes with a comprehensive and intuitive KMF that is designed in accordance with the NIST 800-57 guidelines.

ServiceNow's KMF enables flexible encryption policies and API support. The KMF provides enhanced key management capabilities and gives customers the choice of bring your own keys (BYOK) or using randomly generated keys that are managed by ServiceNow.

At its core, the KMF provides the option for segregation of duties with dedicated roles for key management administration, cryptographic management and operations, audit, and integration.

Customer keys are stored in FIPS 140-2 Level 3 validated hardware security modules within ServiceNow's infrastructure.

Key Lifecycle Management enables customers to create, revoke, rotate, and suspend keys on a customer-defined cadence without intervention from ServiceNow personnel.

Modular Access Policies to assign granular key access rights to scripts, roles and system based on the individual crypto use-case

Simple and Intuitive User Interface ensures easy to use, point and click configuration providing an optimal user experience

ServiceNow Platform Encryption eliminates the need for procuring and deploying new key management infrastructure, HSMs, and support. By using Platform Encryption, organizations can minimize risk and reduce the attack surface to prevent data loss and ensure data is always protected including when at rest. Organizations can increase productivity levels by ensuring the deployment of consistent workflows and usability of cryptography across the organization with a simple and intuitive data protection solution.

Cloud security is a shared responsibility whereby customers own their data and are responsible to protect it. Encrypting data enables customers to gain multiple layers of protection as part of their cybersecurity strategy.

Find out more about ServiceNow Platform Encryption:
https://www.servicenow.com/products/platform-encryption.html