The security of our customer’s data is our top priority. ServiceNow is committed to being your trusted partner, and will take every opportunity to establish trust in our platform.

When you’re confident your data is secure, you can put it to work without limit.

**Resiliency & residency**

- 99.996% average uptime (99.8% SLA)
- Real-time availability dashboard
- Multi-instance architecture
- Automated transfer and failover
- Fully redundant cloud infrastructure with 24x7 site reliability
- 25+ data centers with Tier-1 providers and dedicated power distribution
- Tier-1 ISPs in all geographies
- Meshed global backbone network

**Global certifications & accreditations**

<table>
<thead>
<tr>
<th>ISO 27001, 27017, 27018, 27701</th>
<th>IRAP</th>
<th>SOC 1 and 2 compliance</th>
<th>APEC PRP</th>
<th>C5</th>
</tr>
</thead>
<tbody>
<tr>
<td>FedRAMP High</td>
<td>Health Data Hosting (HDS)</td>
<td>DoD IL-4</td>
<td>HITRUST</td>
<td>IMDA</td>
</tr>
</tbody>
</table>

**Our approach**

- Customers trust us with their most sensitive data
- Set and meet the highest standards and requirements
- Provide a secure platform and products
- Foster a trust and security-minded culture
- Continuously improving security is in our DNA

$100 million annual cybersecurity investment

Exceeds NIST moderate-impact control requirements

BSIMM-verified application security standard

Aligned with the FAIR cyber risk framework

Security risks and control gaps reviewed quarterly with the Board of Directors