

2021 ServiceNow® state of security

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

ISO 27001, 27017, 27018, 27701	IRAP	SOC 1 and 2 compliance	APEC PRP	C5
FedRAMP High	Health Data Hosting (HDS)	DoD IL-4	HITRUST	IMDA

Our approach

