

In Partnership with



## Qualys and ServiceNow Work Together to Streamline Vulnerability Response

### The Challenge

The overall number of software vulnerabilities continues to trend upward, with nearly 6,500 reported vulnerabilities in 2015 according to the United States National Vulnerability Database. More than a third of these vulnerabilities are considered critical. But how does an overwhelmed IT staff struggling to address multiple vulnerabilities know which to patch first? And when a new zero-day vulnerability hits, how do you know your most critical assets are secure?

When numerous systems require patching, it can be difficult to determine if and when all the work was completed. In addition, email and phone interactions between security and IT teams make it difficult to get up-to-the-minute status.

Qualys and ServiceNow are collaborating to provide prioritized vulnerability data specific to your organization so you can respond efficiently. Integrating these solutions provides a single platform to track all vulnerable items and related response activities so you know nothing has fallen through the cracks.

### How It Works

Qualys Vulnerability Management (VM) continuously scans and identifies vulnerabilities from the Qualys Cloud Platform. Continuous monitoring helps with immediate recognition of security issues, such as expiring SSL certificates, open ports, or application vulnerabilities. It can also uncover new or unknown devices within your network and provide this information to the ServiceNow Configuration Management Database (CMDB).

Qualys VM data is imported into ServiceNow Security Operations Vulnerability Response, and vulnerable items are matched to your network using the CMDB. Easily see dependencies using the Business Service Map, and pivot to see all vulnerabilities threatening a specific machine. Each vulnerable item is prioritized using a business criticality score based on the severity of the vulnerability and criticality of the affected asset within your organization.

For example, a critical vulnerability with a CVSS score of 10 might be the first thing you decide to address without any other context. But would you take a different approach if you knew that vulnerability resided on an infrequently used demo system, while a lower-scoring vulnerability was threatening the personally identifiable information on your payroll system? Security Operations provides additional context to Qualys VM data so you can remediate efficiently, before a vulnerability becomes a problem.

Each vulnerability and vulnerable item is tracked within Security Operations. Use customized workflows to automate tasks and easily hand off to IT for follow up without emails, phone calls, or spreadsheets. Tracking vulnerabilities and response in a single platform means current status can be viewed in role-based dashboards, making it easy to answer the all-important question, "Are we secure?"

Both Qualys Vulnerability Management and ServiceNow Security Operations are cloud-based, making them easily scalable with low impact on your IT and security resources. Qualys VM is natively integrated with ServiceNow Security Operations starting with ServiceNow's Helsinki release.

## Summary

Integrating Qualys Vulnerability Management and ServiceNow Security Operations combines leading vulnerability data with business-specific context for efficient response. Automatically prioritize vulnerabilities and track them from discovery to remediation.

## About Qualys

Qualys, Inc. (NASDAQ: QLYS) is a pioneer and leading provider of cloud-based security and compliance solutions with over 8,800 customers in more than 100 countries, including a majority of each of the Forbes Global 100 and Fortune 100. Qualys solutions help organizations simplify security operations and lower the cost of compliance by delivering critical security intelligence on demand and automating the full spectrum of auditing, compliance and protection for IT systems and web applications. Founded in 1999, Qualys has established strategic partnerships with leading managed service providers and

consulting organizations. Qualys is a founding member of the Cloud Security Alliance. For more information, please visit [www.qualys.com](http://www.qualys.com).

## About ServiceNow

ServiceNow is changing the way people work. With a service orientation toward the activities, tasks and processes that make up day to day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow enables service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights out, light speed' experience through our enterprise cloud – built to manage everything as a service. To find out how, visit [www.servicenow.com](http://www.servicenow.com).