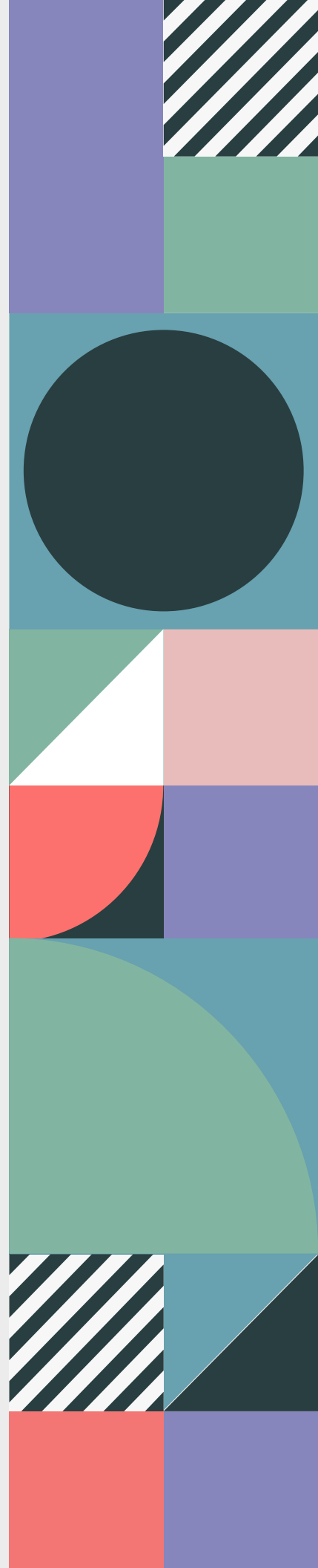


Reference Architecture

Risk and resilience

Included in this Reference Architecture

- Business capabilities and KPIs
- High-level architecture diagrams with ServiceNow® products and platform capabilities that support business capabilities
- Where to start your ServiceNow journey to manage risk and resilience in real time
- Definitions of the included Now Platform® capabilities and licensing



Business capabilities and key performance indicators (KPIs)

Below are the business capabilities for managing risk and resilience and their supporting KPIs. View the high-level ServiceNow product architecture associated with each business capability by clicking the listed business capability.

Business capability	Example KPI
<u>Proactively manage tech and cyber risks and compliance</u>	<ul style="list-style-type: none"> • Increase in compliance testing coverage • Reduction in human capital cost, elapsed time managing risk issues
<u>Effectively manage and report on enterprisewide risks and compliance</u>	<ul style="list-style-type: none"> • Reduction in mean time to identify and prioritize high-risk areas • Reduction in time and human capital spent in risk reporting, analysis, and auditing
<u>Maintain business continuity and operational resilience</u>	<ul style="list-style-type: none"> • Increase in recovery time objective (RTO) • Reduction in time and human capital spent on business impact analysis and planning
<u>Manage third-party and supplier risk</u>	<ul style="list-style-type: none"> • Increase in vendor compliance • Reduction in time, human capital spent on vendor risk data collection, and assessment

Where to start

Your organization's journey toward digital transformation is unique. Work with your ServiceNow Sales or Customer Success team or a ServiceNow-certified partner to determine the business capabilities that best align with your journey and create an implementation and readiness plan based on your goals and environment.

Here are some resources to support the planning process:

1. These reference architecture diagrams outline the ServiceNow products and platform capabilities that align with each of the business capabilities. This will help you to determine the platform capabilities you'll need to plan your implementation. The platform capabilities for your implementation may vary depending on your organization's goals and current environment.
2. Our [Transformational Insight](#) provides guidance on how to prepare for the people and process impact of your ServiceNow implementation.
3. The [Customer Success Center](#) provides leading practices for the ServiceNow products associated with business capabilities listed in this document, as well as additional ServiceNow self-service content.
4. [Now Create](#) Success Packs provide product implementation guidance.

Business capability #1

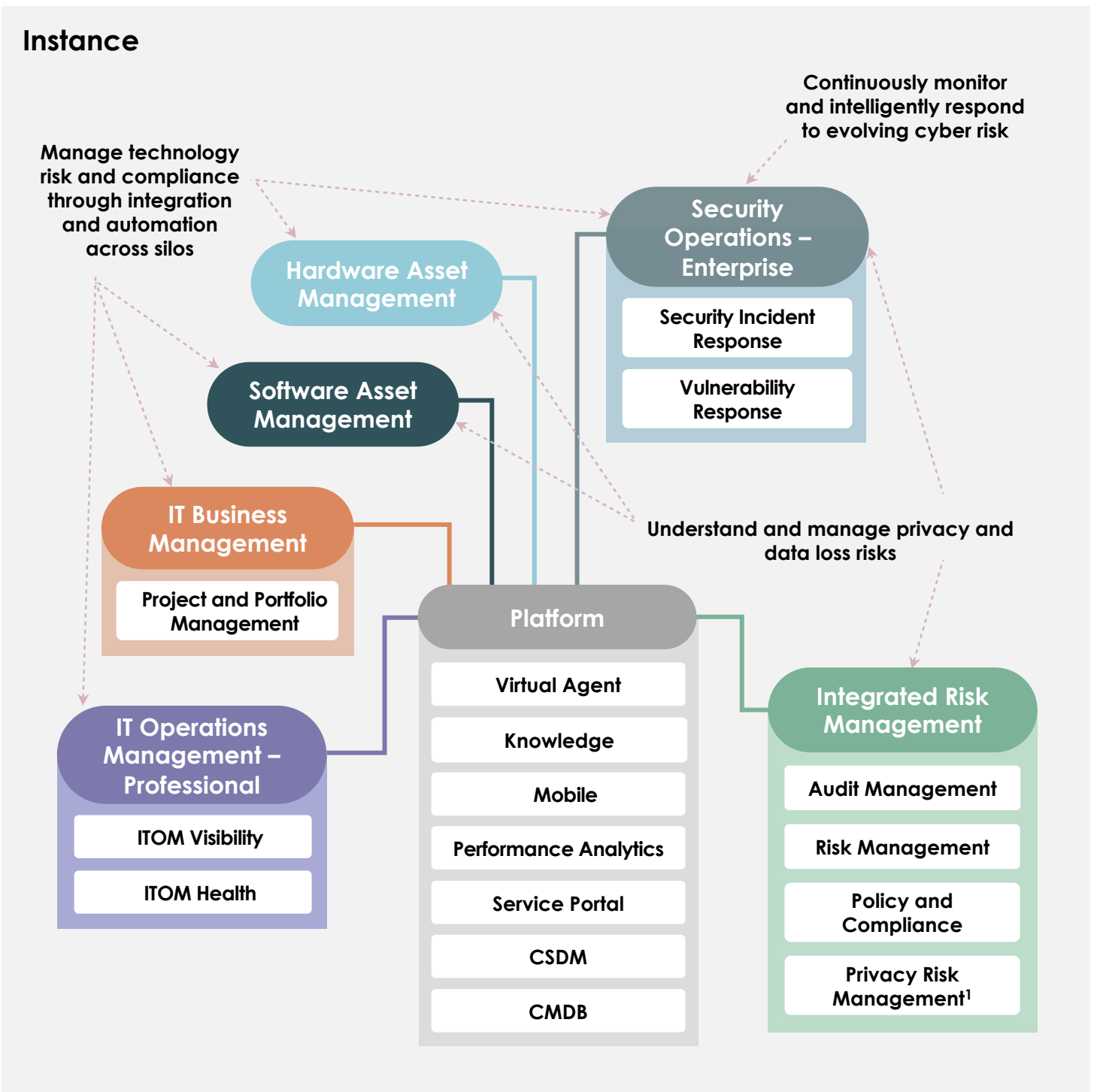
Proactively manage tech and cyber risks and compliance

These ServiceNow products and capabilities manage technology risk and compliance.

ServiceNow licenses:



Instance



¹Purchased a la carte

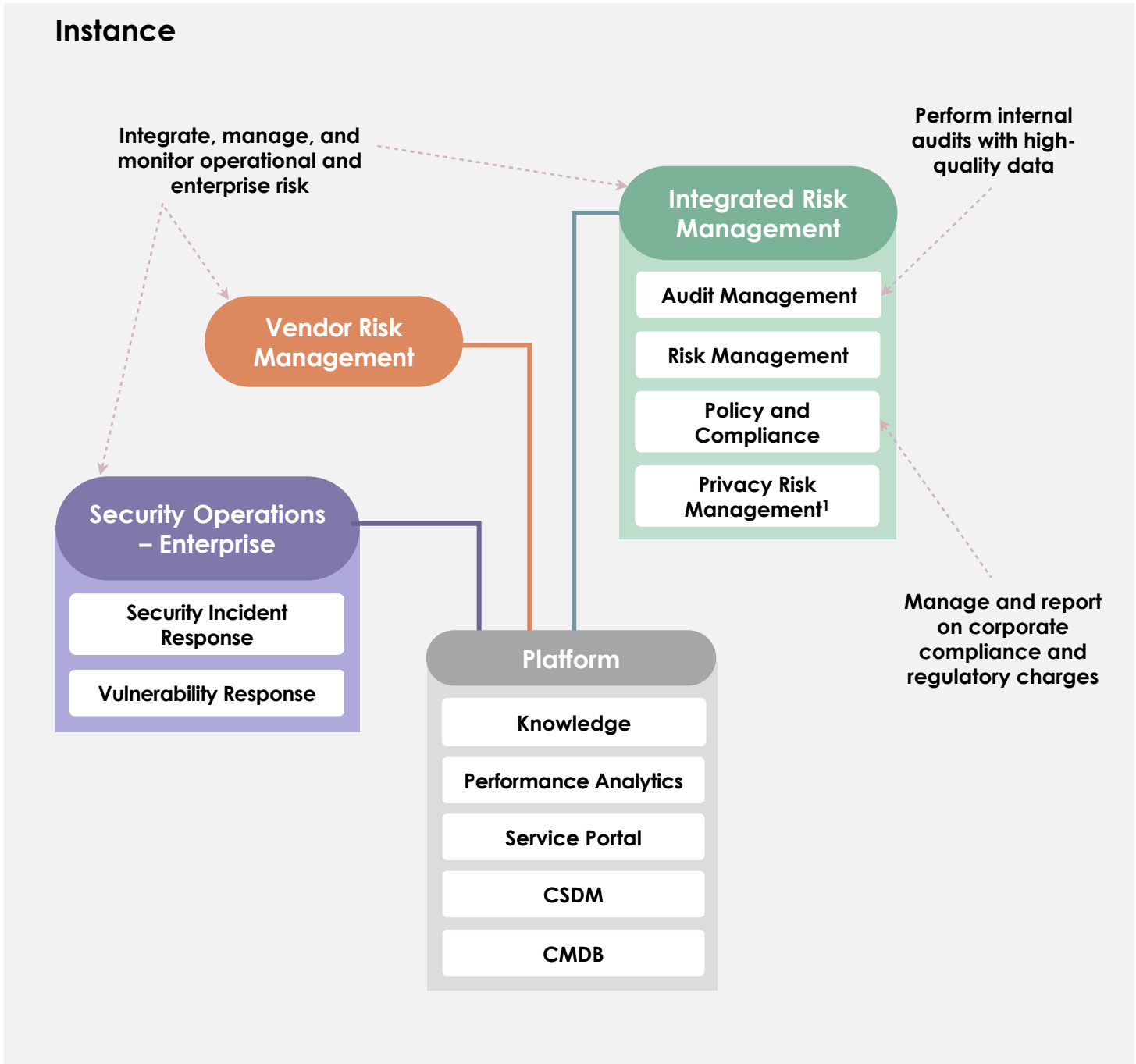
Business capability #2

Effectively manage and report on enterprise-wide risks and compliance

These ServiceNow products and capabilities reduce the mean time to identify and prioritize high-risk areas.

ServiceNow licenses:

- IRM
- SecOps – Ent
- VRM



¹Purchased a la carte

Business capability #3

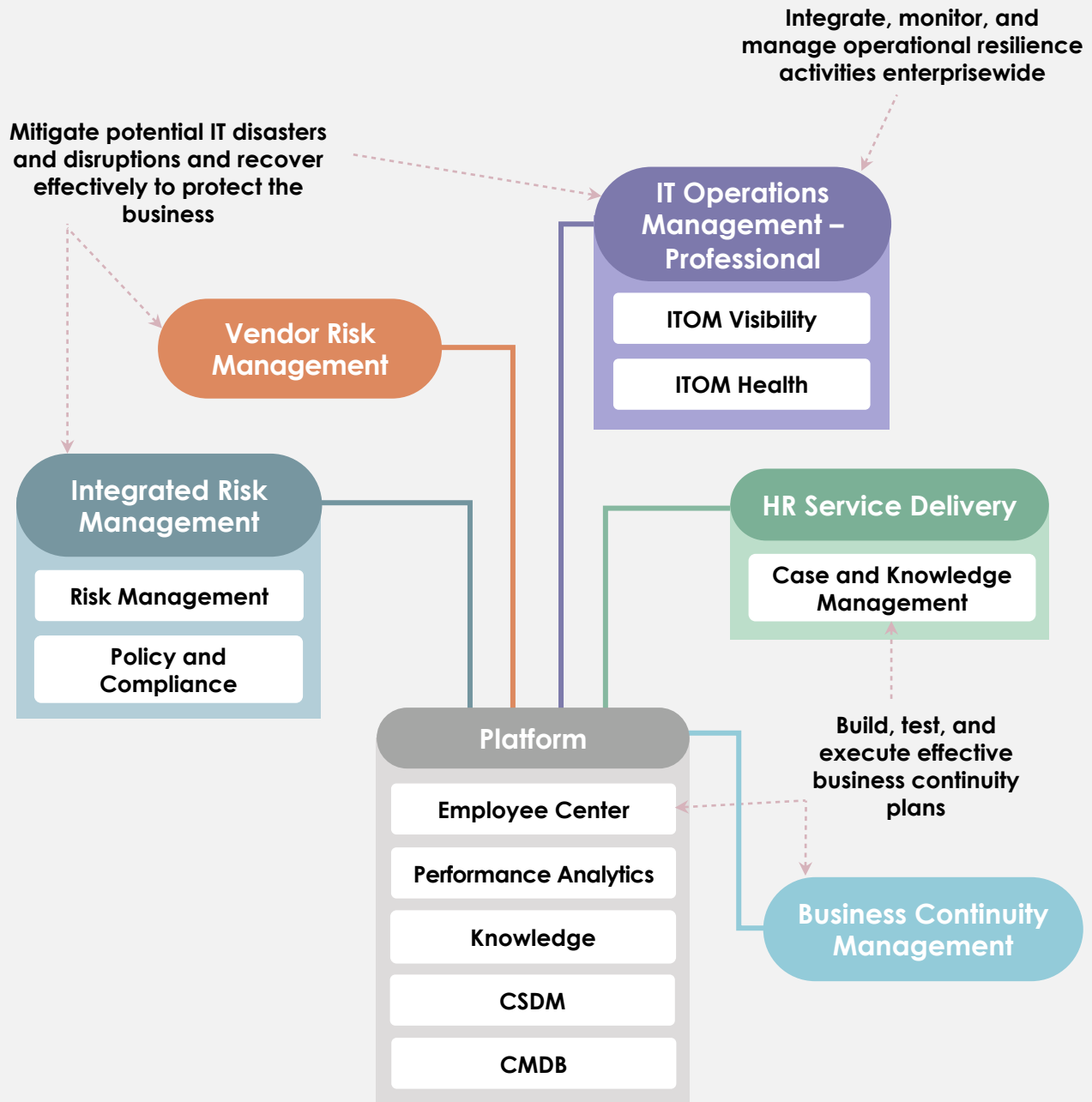
Maintain business continuity and operational resilience

These ServiceNow products and capabilities increase recovery time objective (RTO) and reduce the time and resources spent on business impact analysis and planning.

ServiceNow licenses:

- IRM
- HRSD
- ITOM
- VRM
- BCM

Instance



¹Purchased a la carte

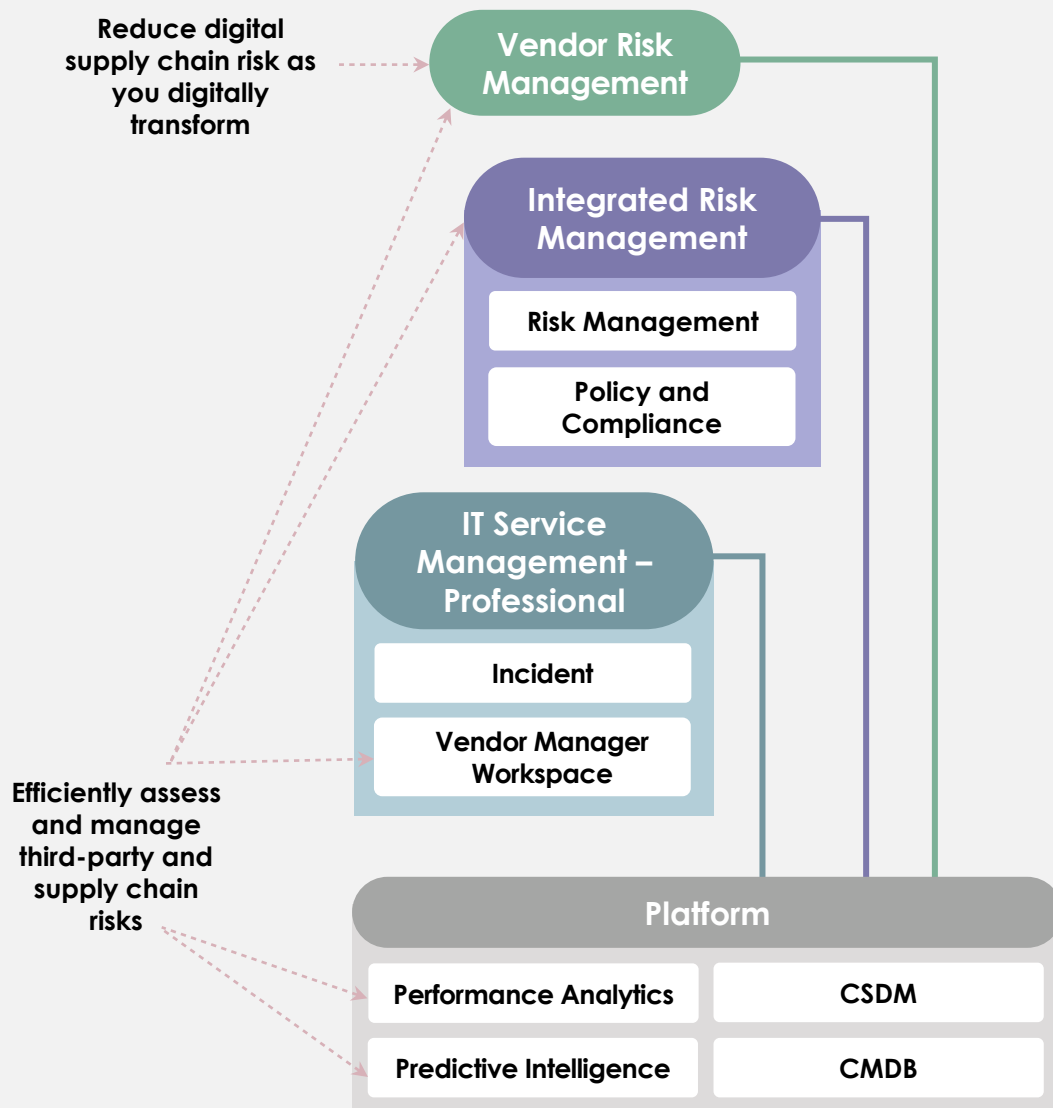
Business capability #4 Manage third-party and supplier risk

These ServiceNow products and capabilities increase vendor compliance and reduce the time and resources spent on vendor risk data collection and assessment.

ServiceNow licenses:

- VRM
- ITSM – Pro
- IRM

Instance



ServiceNow product capability descriptions

These descriptions of the ServiceNow product capabilities support the business capabilities covered in this document. **For full lists of product capabilities and license packages, refer to [Servicenow.com](https://servicenow.com).**

Integrated Risk Management (IRM)		
Capability	Package	Description
Audit Management	IRM Standard	Identify issues before they happen with actionable alerts to reduce impacts on users with Event Management.
Performance Analytics	IRM Standard	Apply data analysis with industry leading metrics and benchmarks to improve organizational performance and successful service delivery.
Policy and Compliance	IRM Standard	Automate and manage policy lifecycles and continuously monitor them for compliance.
Risk Management	IRM Standard	Enable a fine-grained business impact analysis to appropriately prioritize and respond to risks.
Taxonomy Management	IRM Standard	Manage categories for your content classification across IRM modules.
Predictive Intelligence	IRM Professional	Use machine learning to make recommendations and improve efficiency.
Privacy Risk Management	A la carte	Manage privacy risk and compliance across the enterprise in real time.
Security Operations (SecOps)		
Capability	Package	Description
Performance Analytics	SecOps Professional	Apply data analysis with industry leading metrics and benchmarks to improve organizational performance and successful service delivery.
Predictive Intelligence	SecOps Professional	Use machine learning to make recommendations and improve efficiency.
Security Incident Response	SecOps Enterprise	Quickly prioritize and respond to security threats using workflows and automation.
Vulnerability Response	SecOps Enterprise	Efficiently prioritize and respond to vulnerabilities based on business impact.
IT Operations Management (ITOM)		
Capability	Package	Description
ITOM Visibility	ITOM Standard	Get visibility across your on-premises, cloud, and serverless infrastructure with Discovery. Drive service-aware operations and get visibility into the relationships between your applications, IT components, and cloud services with Service Mapping.
ITOM Health	ITOM Pro	Identify issues before they happen with actionable alerts to reduce impacts on users with Event Management.

ServiceNow product capability descriptions (continued)

IT Service Management (ITSM)		
Capability	Package	Description
Incident	ITSM Standard	Restore services faster with intelligent routing and built-in collaboration.
Vendor Manager Workspace	ITSM Professional	Manage and optimize vendor services from a single destination.
HR Service Delivery (HRSD)		
Capability	Package	Description
HR Case and Knowledge Management	HRSD Standard	Manage HR requests with HR cases and an HR knowledge base.
IT Business Management (ITBM)		
Capability	Package	Description
Project Portfolio Management	ITBM Standard	Get visibility into all work—traditional, agile, and hybrid. Balance capacity against demand and optimize your portfolios to achieve business value.
Vendor Risk Management (VRM)		
Capability	Package	Description
Vendor Risk Management	VRM Standard	Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.
Software Asset Management (SAM)		
Capability	Package	Description
Software Asset Management	SAM Standard	Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.
Hardware Asset Management (HAM)		
Capability	Package	Description
Hardware Normalization	HAM Standard	Set standard asset data by manufacturer name, model name, and model number.
Business Continuity Management (BCM)		
Capability	Package	Description
Business Continuity Management	BCM Standard	Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.

ServiceNow product capability descriptions (continued)

Standard platform, included with all packages		
Capability	Package	Description
Configuration Management Data base (CMDB)	Included	Offer a cloud-based single system of record.
Knowledge	Included	Increase self-service rates and boost agent productivity with a contextual knowledge base.
Employee Center	Included	Improve employee productivity by reducing the time and effort employees spend looking for services, updates, and information.
Service Portal	Included	Deliver self-service experiences to your customers and employees with an easy-to-use portal framework.
Common Services Data model (CSDM)	Included	Use CSDM terms and definitions for service reporting and provide prescriptive guidelines for service modeling within your ServiceNow CMDB.