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 transform security operations
- Definitions of the included Now Platform® capabilities and licensing
Business capabilities and key performance indicators (KPIs)

Below are business capabilities that support transforming security operations and their supporting KPIs. View high-level ServiceNow product architecture associated with each business capability by clicking the listed business capability.

<table>
<thead>
<tr>
<th>Business capability</th>
<th>Example KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systematically harden the digital attack surface</td>
<td>• Increase in amount of fully assessed attack surface</td>
</tr>
<tr>
<td></td>
<td>• Decrease in absolute and/or risk-weighted number of open vulnerabilities</td>
</tr>
<tr>
<td>Optimize and orchestrate enterprise security operations</td>
<td>• Reduction in elapsed time and human capital to close incidents</td>
</tr>
<tr>
<td>Respond with agility to evolving cyber threats</td>
<td>• Increase in timeliness, completeness, visibility of security posture across all stakeholders</td>
</tr>
<tr>
<td></td>
<td>• Reduction in absolute and/or severity-weighted rate of new incidents</td>
</tr>
</tbody>
</table>

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 that outline the ServiceNow products and platform capabilities that align with each 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
Systematically harden the digital attack surface

These ServiceNow products and capabilities reduce digital vulnerabilities.

ServiceNow licenses:

- IRM
- SecOps – Ent
- SAM
- HAM
- ITOM – Pro
- VRM

Instance

Integrate security, risk, and IT for more efficient operations

- Hardware Asset Management
- IT Operations Management – Professional
  - ITOM Visibility
  - ITOM Health

Platform

- Flow Designer
- Service Portal
- Knowledge
- CSDM
- CMDB

Integrated Risk Management

- Policy and Compliance
- Risk Management

Vendor Risk Management

Security Operations – Enterprise

- Configuration Compliance
- Vulnerability Solution Management
- Vulnerability Response

Software Asset Management

Reduce vulnerabilities in infrastructure, apps, cloud, OT, and services

Reduce breaches and data loss
Business capability #2
Optimize and orchestrate enterprise security operations

These ServiceNow products and capabilities improve security operations efficiency.

ServiceNow licenses:
- IRM – Pro + PRM
- SecOps – Ent
- ITOM – Pro

Instance

Integrated Risk Management – Professional
- Risk Management
- Audit Management
- Taxonomy Management
- Privacy Risk Management
- Policy and Compliance

Security Operations—Enterprise
- Security Incident Response
- Vulnerability Response
- Configuration Compliance
- Threat Intelligence
- Vulnerability Solution Management

IT Operations Management – Professional
- ITOM Health

Platform
- Flow Designer
- Predictive Intelligence
- Performance Analytics
- Knowledge
- CMDB
- CSDM

Scale resources and improve operational efficiency

Automate and centralize case management for Security Operations Center, Data Loss Prevention

\[\text{1} \text{Purchased a la carte}\]
Business capability #3
Respond with agility to evolving cyber threats

These ServiceNow products and capabilities enhance your response to cyber threats.

ServiceNow licenses:
- IRM – Ent
- SecOps – Ent
- SAM
- HAM
- ITOM
- ITSM
- VRM

Instance

Integrated Risk Management – Enterprise
- Risk Management
- Advanced Risk Management

Security Operations – Enterprise
- Security Incident Response
- Configuration Compliance
- Threat Intelligence
- Vulnerability Solution Management
- Vulnerability Response

Optimize and automate response based on risk
Get real-time, actionable insights about changing security posture

Manage high-profile security incidents like ransomware

Platform
- Performance Analytics
- Predictive Intelligence
- Knowledge
- Service Portal
- Service Catalog
- CMDB
- CSDM
- Flow Designer

Vendor Risk Management

IT Operations Management
- ITOM Visibility

Software Asset Management

Hardware Asset Management
### 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.

#### Integrated Risk Management (IRM)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit Management</td>
<td>IRM Standard</td>
<td>Identify issues before they happen with actionable alerts to reduce impacts on users with Event Management.</td>
</tr>
<tr>
<td>Policy and Compliance</td>
<td>IRM Standard</td>
<td>Automate and manage policy lifecycles and continuously monitor for compliance.</td>
</tr>
<tr>
<td>Risk Management</td>
<td>IRM Standard</td>
<td>Enable fine-grained business impact analysis to appropriately prioritize and respond to risks.</td>
</tr>
<tr>
<td>Taxonomy Management</td>
<td>IRM Standard</td>
<td>Manage categories for your content classification across IRM modules.</td>
</tr>
<tr>
<td>Advanced Risk Management</td>
<td>IRM Enterprise</td>
<td>Perform advanced risk assessments and manage risk events.</td>
</tr>
<tr>
<td>Privacy Risk Management</td>
<td>A la carte</td>
<td>Manage privacy risk and compliance across the enterprise in real time.</td>
</tr>
</tbody>
</table>

#### Security Operations (SecOps)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Analytics</td>
<td>SecOps Professional</td>
<td>Analyze trends with KPIs, metrics, and dashboards for field service.</td>
</tr>
<tr>
<td>Predictive Intelligence</td>
<td>SecOps Professional</td>
<td>Use machine learning to make recommendations and improve efficiency.</td>
</tr>
<tr>
<td>Threat Intelligence</td>
<td>SecOps Professional</td>
<td>Add context and threat analysis to security incidents.</td>
</tr>
<tr>
<td>Vulnerability Solution Management</td>
<td>SecOps Professional</td>
<td>Identify the most impactful remediation activities for your organization.</td>
</tr>
<tr>
<td>Configuration Compliance</td>
<td>SecOps Enterprise</td>
<td>Identify, prioritize, and remediate misconfigured software.</td>
</tr>
<tr>
<td>Security Incident Response</td>
<td>SecOps Enterprise¹</td>
<td>Quickly prioritize and respond to security threats using workflows and automation.</td>
</tr>
<tr>
<td>Vulnerability Response</td>
<td>SecOps Enterprise¹</td>
<td>Efficiently prioritize and respond to vulnerabilities based on business impact.</td>
</tr>
</tbody>
</table>

#### Vendor Risk Management (VRM)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Risk Management</td>
<td>VRM Standard</td>
<td>Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.</td>
</tr>
</tbody>
</table>

¹Security Incident Response and Vulnerability Response are both included in the SecOps Enterprise package. If you’re using Security Incident Response or Vulnerability Response (but not both), either can be acquired individually through a SecOps Standard package.
## ServiceNow product capability descriptions (continued)

### IT Service Management (ITSM)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change</td>
<td>ITSM Standard</td>
<td>Simplify, automate, and accelerate complex change processes.</td>
</tr>
<tr>
<td>Incident</td>
<td>ITSM Standard</td>
<td>Restore services faster with intelligent routing and built-in collaboration.</td>
</tr>
<tr>
<td>Problem</td>
<td>ITSM Standard</td>
<td>Identify the root cause of issues and proactively prevent future disruption.</td>
</tr>
<tr>
<td>Request</td>
<td>ITSM Standard</td>
<td>Provide employees with an intuitive self-service portal.</td>
</tr>
</tbody>
</table>

### IT Operations Management (ITOM)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITOM Visibility</td>
<td>ITOM Standard</td>
<td>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.</td>
</tr>
<tr>
<td>ITOM Health</td>
<td>ITOM Pro</td>
<td>Identify issues before they happen with actionable alerts to reduce impacts on users with Event Management.</td>
</tr>
</tbody>
</table>

### Software Asset Management (SAM)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Asset Management</td>
<td>SAM Standard</td>
<td>Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.</td>
</tr>
</tbody>
</table>

### Hardware Asset Management (HAM)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware Normalization</td>
<td>HAM Standard</td>
<td>Set standard asset data by manufacturer name, model name, and model number.</td>
</tr>
</tbody>
</table>
## ServiceNow product capability descriptions (continued)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common Services Data model (CSDM)</td>
<td>Included</td>
<td>Use CSDM terms and definitions for service reporting and provide prescriptive guidelines for service modeling within your ServiceNow CMDB.</td>
</tr>
<tr>
<td>Configuration Management Data base (CMDB)</td>
<td>Included</td>
<td>Offer a cloud-based single system of record.</td>
</tr>
<tr>
<td>Knowledge</td>
<td>Included</td>
<td>Increase self-service rates and boost agent productivity with a contextual knowledge base.</td>
</tr>
<tr>
<td>Flow Designer</td>
<td>Included</td>
<td>Automate any process—from simple productivity to complex transformation—in a no-code, natural language environment.</td>
</tr>
<tr>
<td>Service Catalog</td>
<td>Included</td>
<td>Offer an easy-to-use storefront experience for corporate service requests.</td>
</tr>
<tr>
<td>Service Portal</td>
<td>Included</td>
<td>Deliver self-service experiences to your customers and employees with an easy-to-use portal framework.</td>
</tr>
</tbody>
</table>