

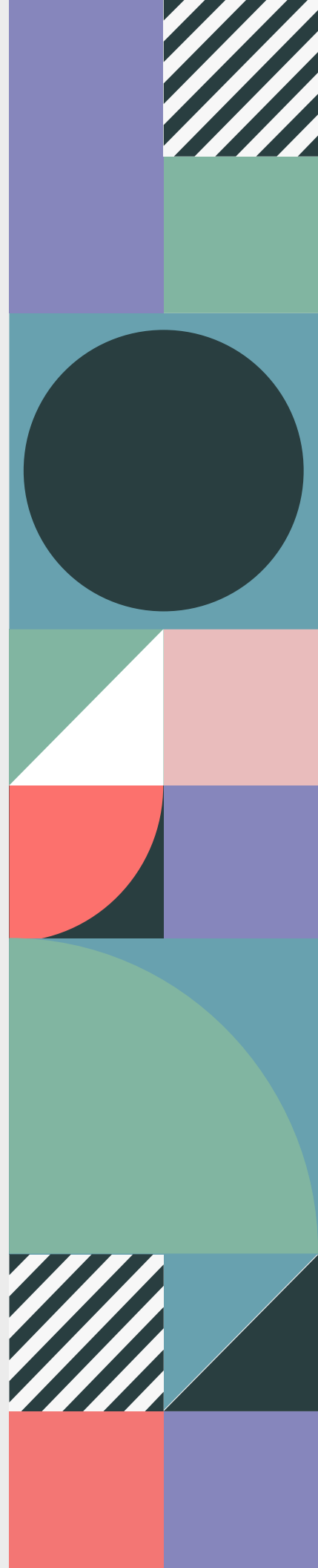
Reference Architecture

SecOps

transformation

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.

Business capability	Example KPI
<u>Systematically harden the digital attack surface</u>	<ul style="list-style-type: none"> • Increase in amount of fully assessed attack surface • Decrease in absolute and/or risk-weighted number of open vulnerabilities
<u>Optimize and orchestrate enterprise security operations</u>	<ul style="list-style-type: none"> • Reduction in elapsed time and human capital to close incidents
<u>Respond with agility to evolving cyber threats</u>	<ul style="list-style-type: none"> • Increase in timeliness, completeness, visibility of security posture across all stakeholders • Reduction in absolute and/or severity-weighted rate of new incidents

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.

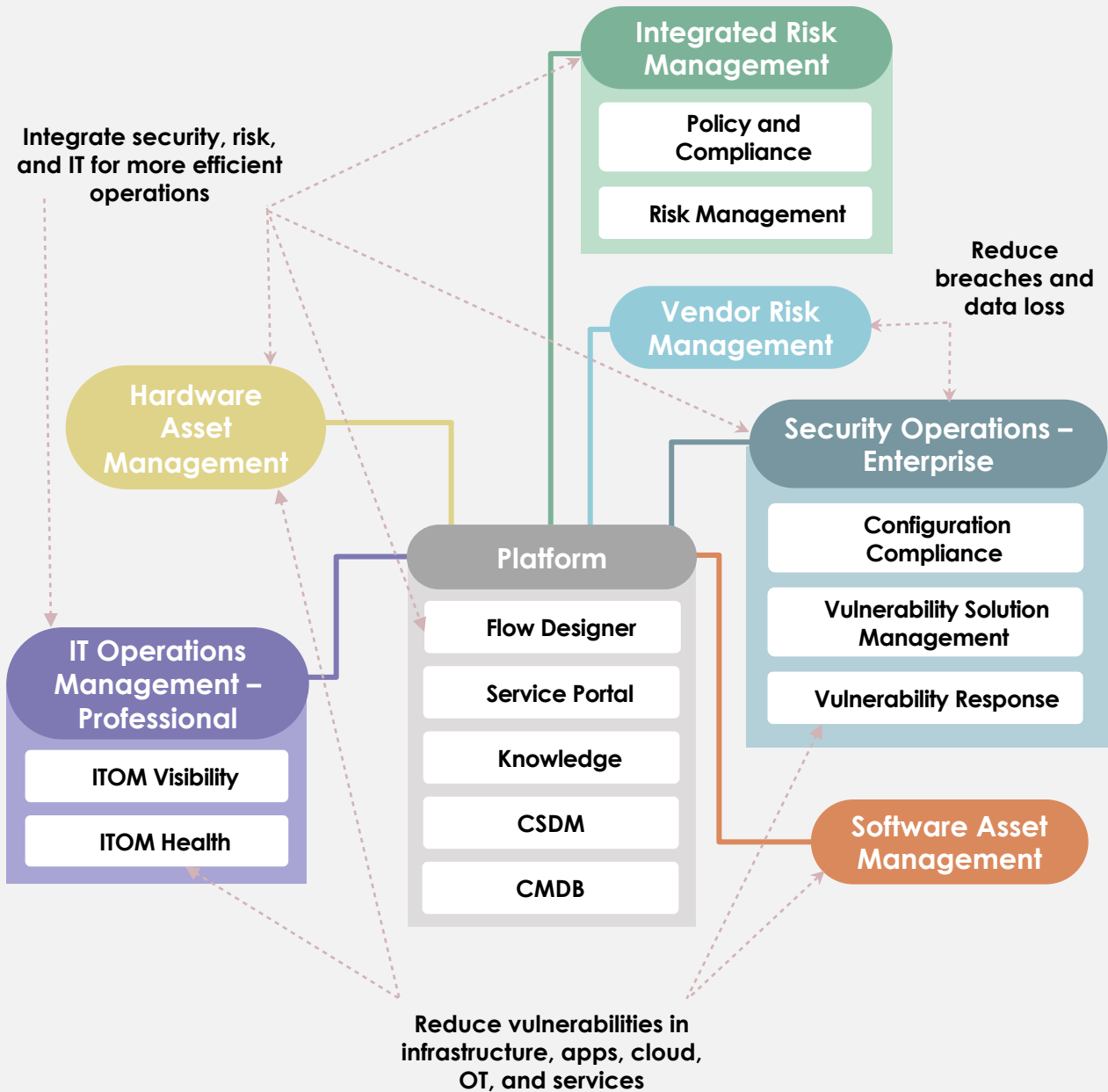
Business capability #1 Systematically harden the digital attack surface

These ServiceNow products and capabilities reduce digital vulnerabilities.

ServiceNow licenses:



Instance



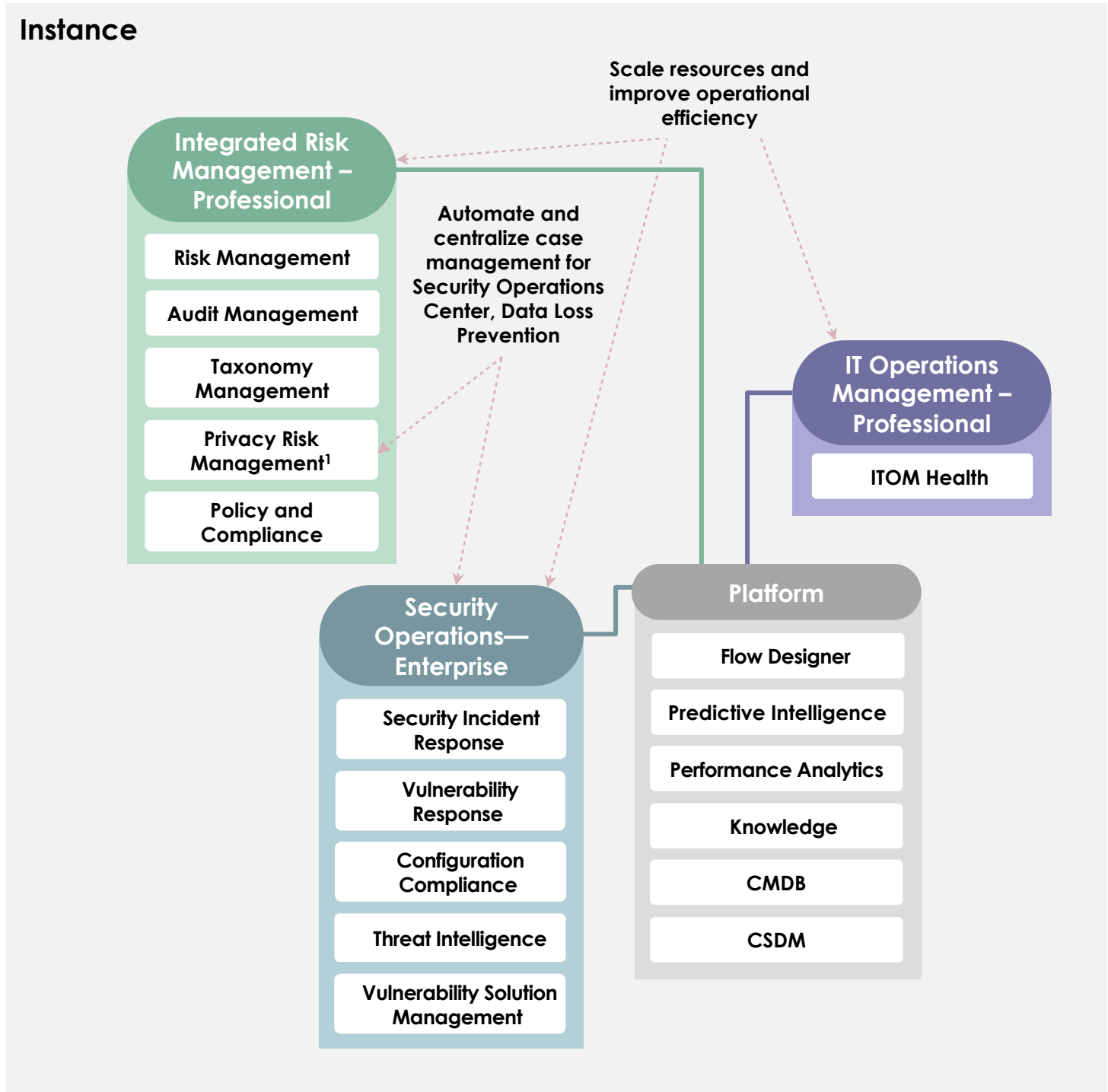
Business capability #2

Optimize and orchestrate enterprise security operations

These ServiceNow products and capabilities improve security operations efficiency.

ServiceNow licenses:

- IRM – Pro + PRM
- SecOps – Ent
- ITOM – Pro



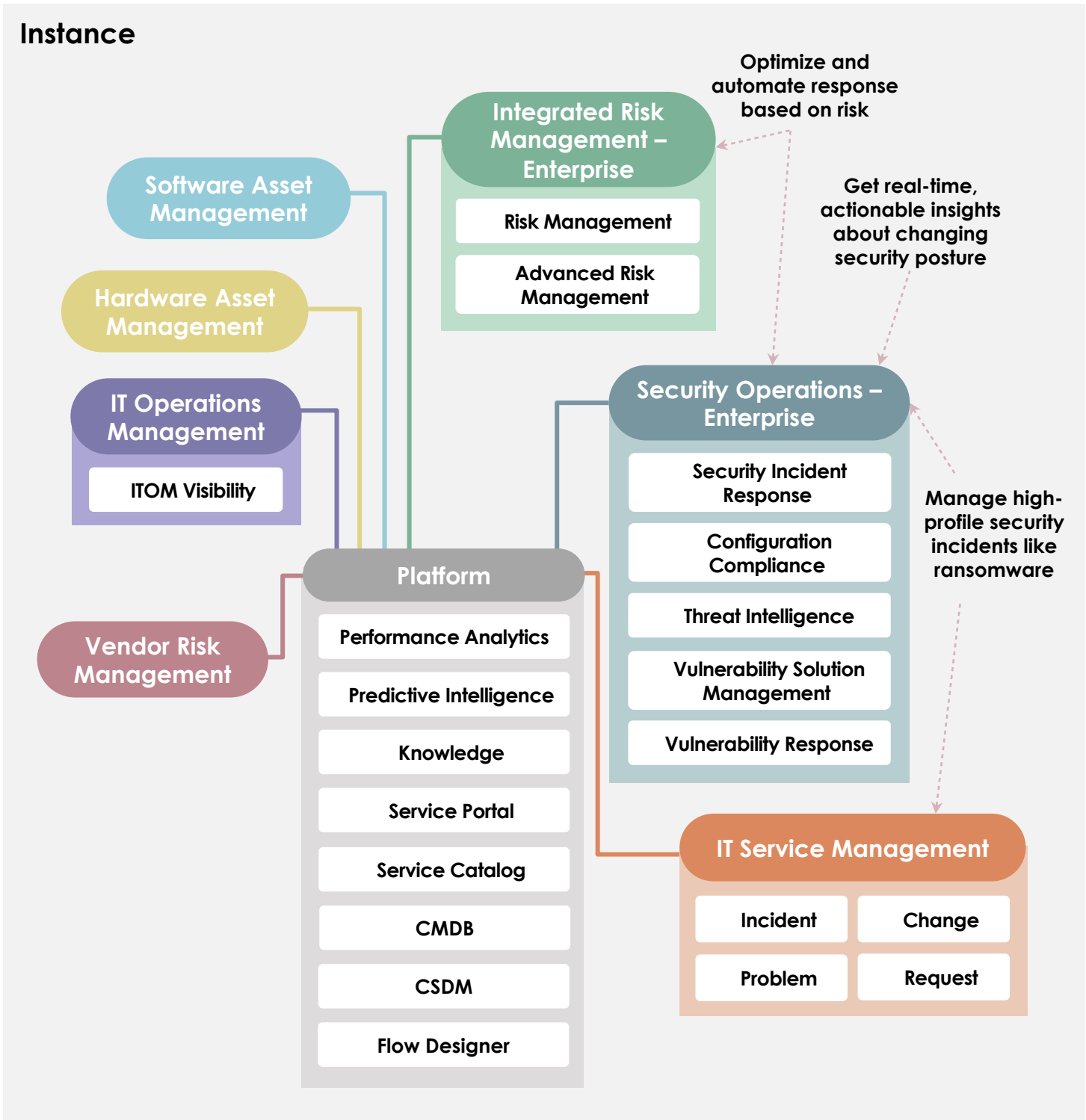
¹Purchased a la carte

Business capability #3

Respond with agility to evolving cyber threats

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

ServiceNow licenses:



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.
Policy and Compliance	IRM Standard	Automate and manage policy lifecycles and continuously monitor for compliance.
Risk Management	IRM Standard	Enable 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.
Advanced Risk Management	IRM Enterprise	Perform advanced risk assessments and manage risk events.
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	Analyze trends with KPIs, metrics, and dashboards for field service.
Predictive Intelligence	SecOps Professional	Use machine learning to make recommendations and improve efficiency.
Threat Intelligence	SecOps Professional	Add context and threat analysis to security incidents.
Vulnerability Solution Management	SecOps Professional	Identify the most impactful remediation activities for your organization.
Configuration Compliance	SecOps Enterprise	Identify, prioritize, and remediate misconfigured software.
Security Incident Response	SecOps Enterprise ¹	Quickly prioritize and respond to security threats using workflows and automation.
Vulnerability Response	SecOps Enterprise ¹	Efficiently prioritize and respond to vulnerabilities based on business impact.

Vendor Risk Management (VRM)		
Capability	Package	Description
Vendor Risk Management	VRM Standard	Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.

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

ServiceNow product capability descriptions (continued)

Standard platform, included with all packages		
Capability	Package	Description
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.
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.
Flow Designer	Included	Automate any process—from simple productivity to complex transformation—in a no-code, natural language environment.
Service Catalog	Included	Offer an easy-to-use storefront experience for corporate service requests.
Service Portal	Included	Deliver self-service experiences to your customers and employees with an easy-to-use portal framework.