

ServiceNow Performance Analytics for Security Operations

Benefits

Anticipate trends

Monitor existing conditions and prior performance to adjust coverage.

Prioritize resources

Quickly detect bottlenecks as they occur to reduce response times and identify areas for improvement.

Deliver effective automation

Easily identify areas where automation can increase efficiency and reduce costs.

Drive continuous improvement

Pinpoint areas for performance improvement and take action using key indicators, mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.

Align with overall business goals

Keep in step with company strategy with deep insight into security operations and confidence in day-to-day security posture.

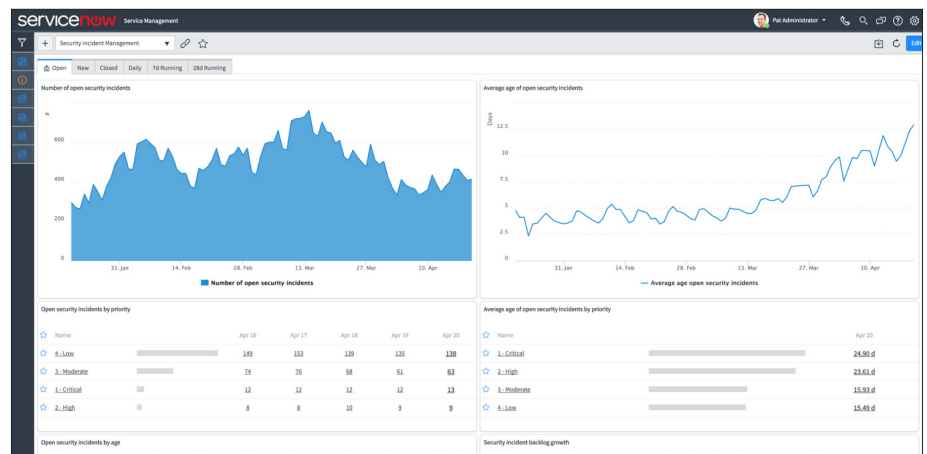
The Security Operations Challenge

In today's increasingly complex business landscape, companies need to quickly and seamlessly identify, prioritize, and remediate threats before they turn into large-scale problems. But inefficient, manual processes and a widening gap between security and IT teams get in the way—leading to long detection and response times and a greater risk of security breaches. Real-time visibility into performance is critical for security operations to increase efficiency, optimize security posture, and align with overall business objectives.

The ServiceNow Solution

ServiceNow® Performance Analytics for Security Operations is an easy-to-use, integrated application designed for reporting and analyzing security operations performance and effectiveness in the ServiceNow enterprise cloud. It taps into the world's largest library of key performance indicators (KPIs) and comes with more than 300 pre-defined best practice KPIs for security operations processes. The application includes mobile-enabled scorecards that provide up-to-date trend and drill-down details, powerful analytics that deliver insight into how to improve response processes, and responsive and interactive graphical dashboards for reporting and navigating performance data.

Performance Analytics delivers real-time insight into security incidents and vulnerabilities to pinpoint business-critical issues, reduce response times, and reveal areas that can be automated to increase overall efficiency.



Performance Analytics dashboards provide security analysts with deep insight into areas for investigation, improvement, and action

Extensible Library of KPIs

KPIs are quantifiable values that allow companies to measure how effectively they are progressing toward key business objectives. In security operations, KPIs include metrics such as average resolution time, number of open overdue incidents, and incident backlog growth. In addition, Performance Analytics for Security Operations provides more than 50 ready-to-implement, topical KPIs based on best practices and our industry experience.

Detailed, Mobile-Enabled Scorecards

Scorecards incorporate organizational objectives and metrics (KPIs) to help companies and individuals track progress toward defined targets. For example, if a company is tracking toward a goal of improving overall security posture, they may choose to measure:

- Number of devices being monitored
- Percentage of employee security policy certifications
- Average close time by incident type

Performance Analytics automatically creates a detailed scorecard of each KPI's performance trend using both current and historical performance data. Using scorecards, security teams can track KPIs in real-time with time charts and trend lines, and compare performance to targets.

KPI scorecards can be accessed using iOS and Android devices to check the latest status of KPIs and analyze their trends anytime, anywhere.

Drag-and-Drop Graphical Dashboards

Dashboards provide a graphical view and interactive reports through which executives and managers can monitor real-time trending and make quick, performance-based decisions at a glance.

Performance Analytics delivers point-and-click dashboards for clear performance visualization and easy customization. Navigation is intuitive and familiar, with

dashboards accessed from within the ServiceNow interface using drop-down menus and tabs.

From a dashboard, security managers can drill down into scorecards, breakdowns, and the underlying operational records, and use filters to interact with data and find meaningful patterns and trends. Dashboards can be shared with groups or individuals, ensuring there is a single version of truth that can drive operational improvement.

Point-and-Click Graphical Dashboards

Point-and-click dashboards enable clear performance visualization and easy customization. Executives and business service owners can use pre-defined dashboards, edit them, or create new ones simply by clicking on the graphical interface. Navigation is intuitive and familiar, with dashboards accessed from within the ServiceNow interface using drop-down menus and tabs to bring up different dashboards. From a dashboard, business service owners can drill down into scorecards, breakdowns, and the underlying operational records, and use filters to interact with data and find meaningful patterns and trends. Dashboards can be shared with groups or individuals, ensuring that there is a single version of truth that can drive behavioral change. The same dashboards and ServiceNow access controls can be used for many different groups or individuals, with the data in each version restricted according to user.

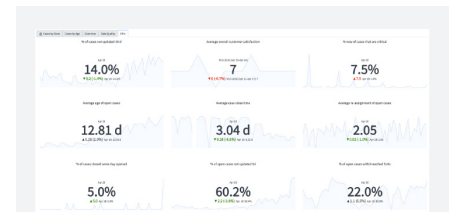
Powerful, Embedded Analytics

Performance Analytics includes powerful, in-platform analytics for ServiceNow Security Operations. This empowers organizations with self-service performance intelligence based on secure, real-time data—while retaining the business context needed to turn insights into action. Embedded analytics provide faster, more secure, and more reliable results

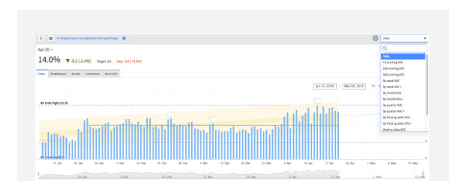
than traditional business intelligence or third-party tools and make data discovery more accessible to stakeholders at all levels of the organization. Using in-form analytics, security analysts can access context-sensitive trend data instantly and use that knowledge to set expectations, triage escalations, and alert peers and management about developing situations that can cause security breaches. In-platform analytics also delivers compatibility with any changes or customizations across the ServiceNow platform and applies any upgrade functionality automatically, delivering fast time-to-value for users across the enterprise.

Find out more

Visit the Performance Analytics page: www.servicenow.com/products/performance-analytics.html



Scorecards give insight into KPI trending over time



KPI predictions enable stakeholders to make quick decisions based on emerging trends