Prioritize and Automate Response to Critical Threats Fast with Accurate Business Context

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Challenges Facing Security Response

Reality for Today's Operations Teams

More systems and data

Apps & infrastructure are moving to the cloud

Faster release cycles

It's becoming harder to correlate & prioritize needs

Before You Can Prioritize…

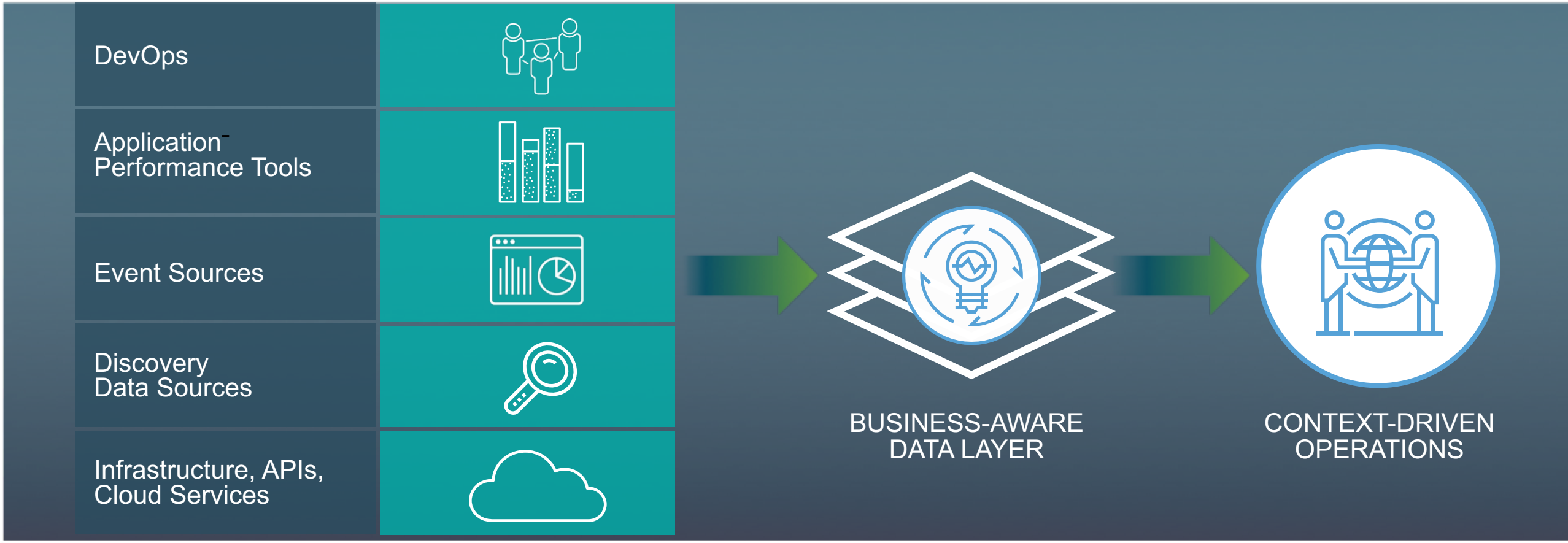
You Need to Know What You Have

Basic CIS Controls

1. Inventory and Control of Hardware Assets
2. Inventory and Control of Software Assets
3. Continuous Vulnerability Management
4. Controlled Use of Administrative Privileges
5. Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations and Servers
6. Maintenance, Monitoring and Analysis of Audit Logs

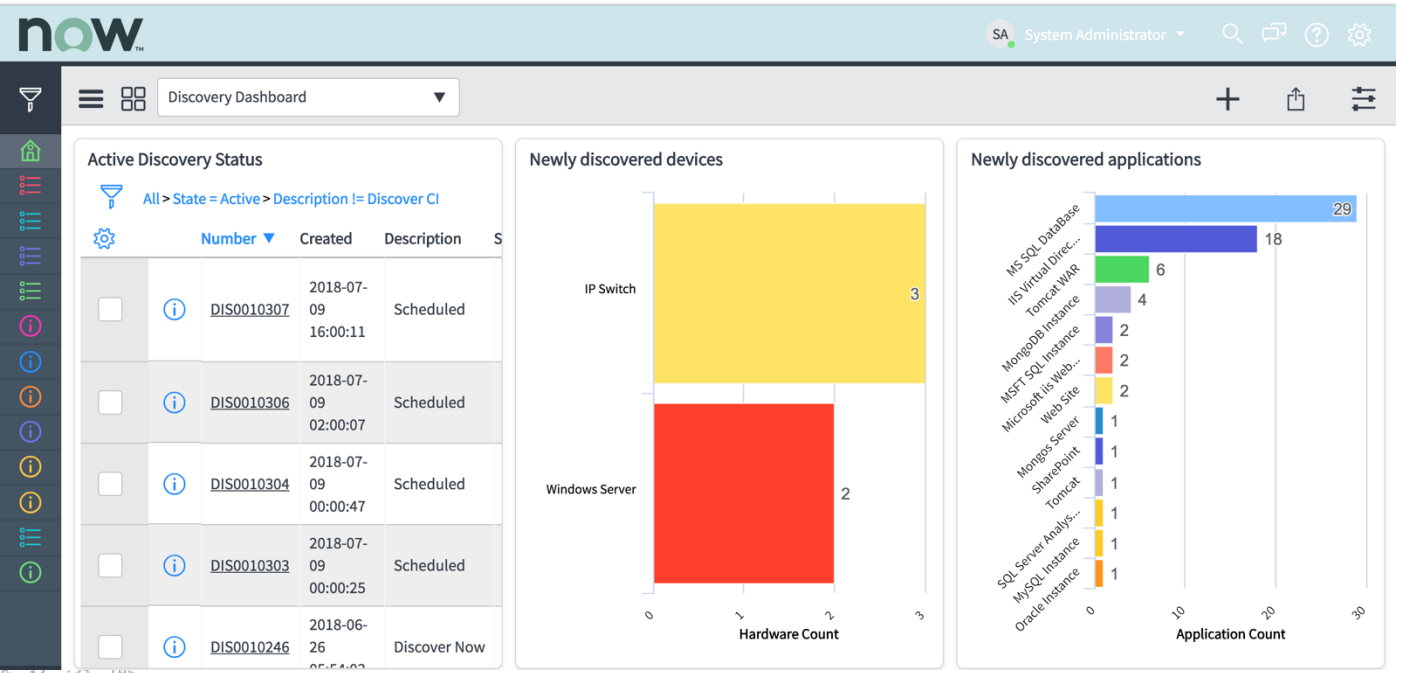
Center for Internet Security Critical Security Controls

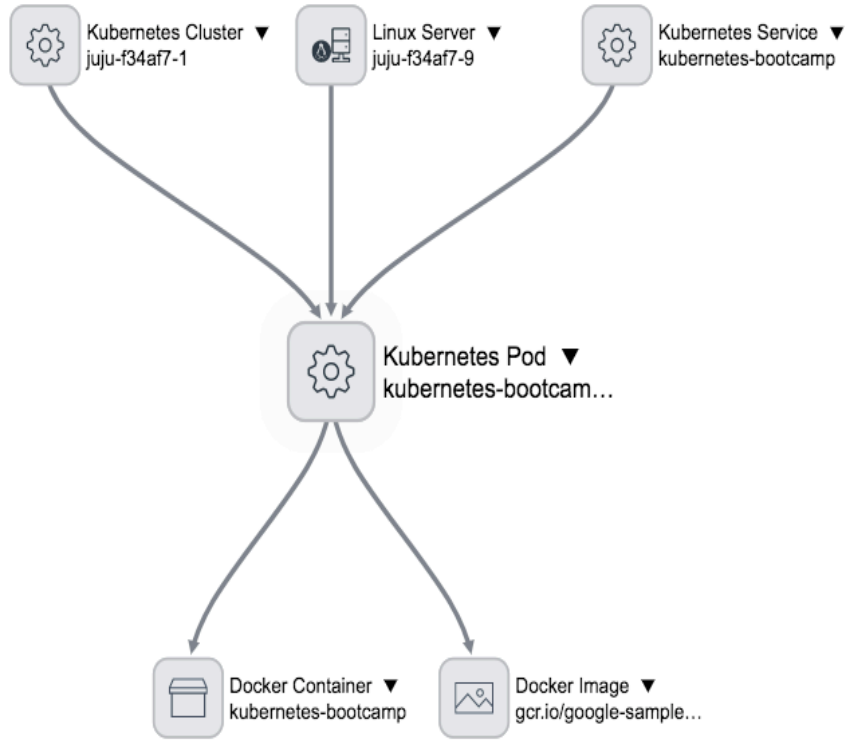
Deliver Real-time Visibility into Enterprise Infrastructure and Services



Uncover your Estate with Discovery

- Discover agentless
- Classify and correlate configuration items
- Populate and enrich the CMDB
- Guided set up
- Bulk import





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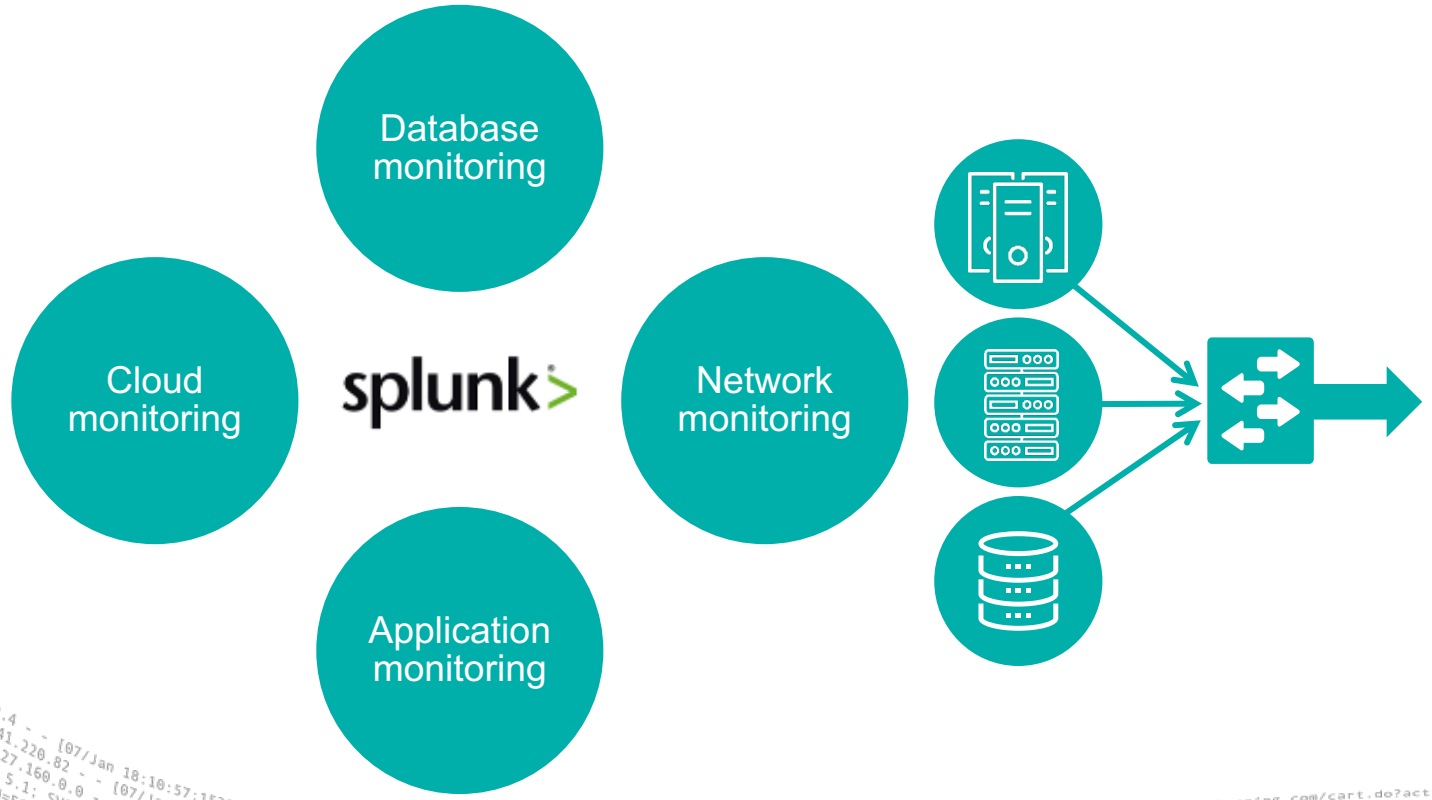
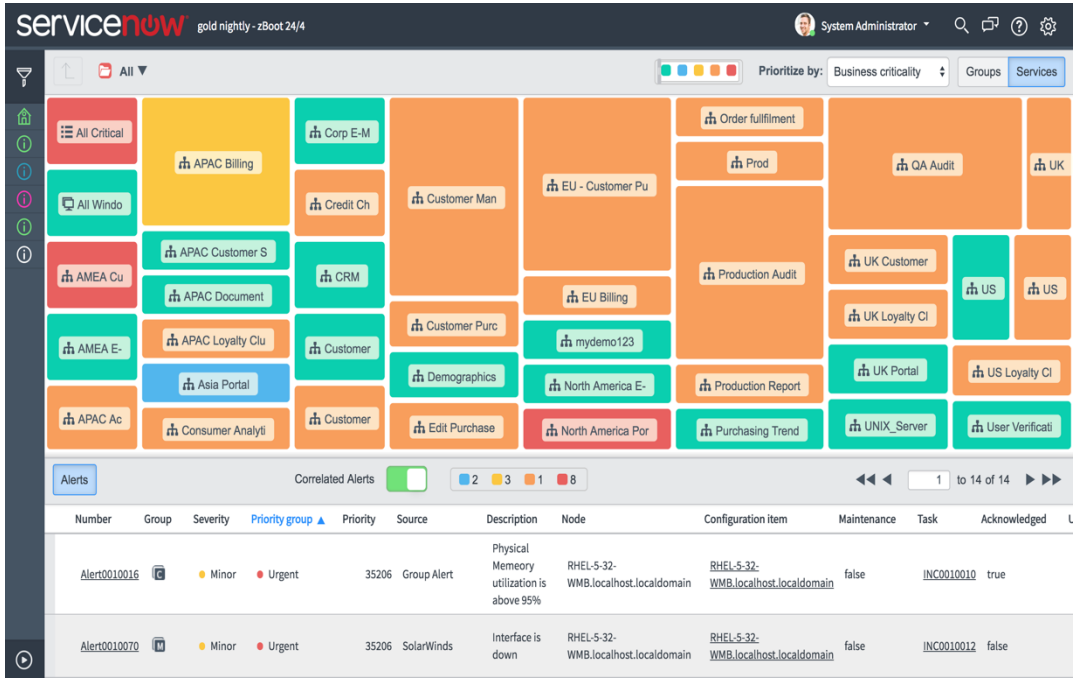
Reduce Noise with ServiceNow Event Management

- **Collect, filter, and normalize events from Splunk**
- **Rapidly understand impact to service**





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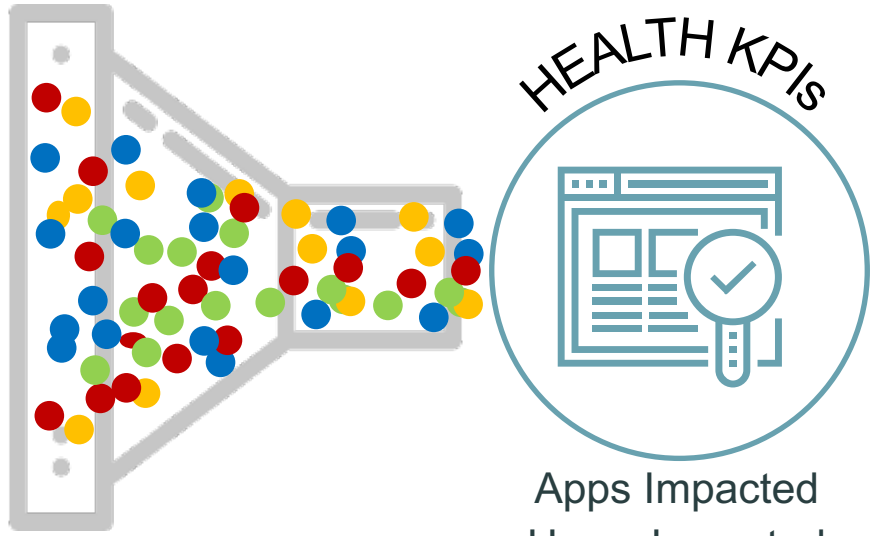
Reduce MTTR with Real-time Correlated View of Health KPIs

DevOps	
Incident & Change Financial Management	
End User Experience Monitoring	
Application Performance	
Infrastructure, APIs, Cloud Services	



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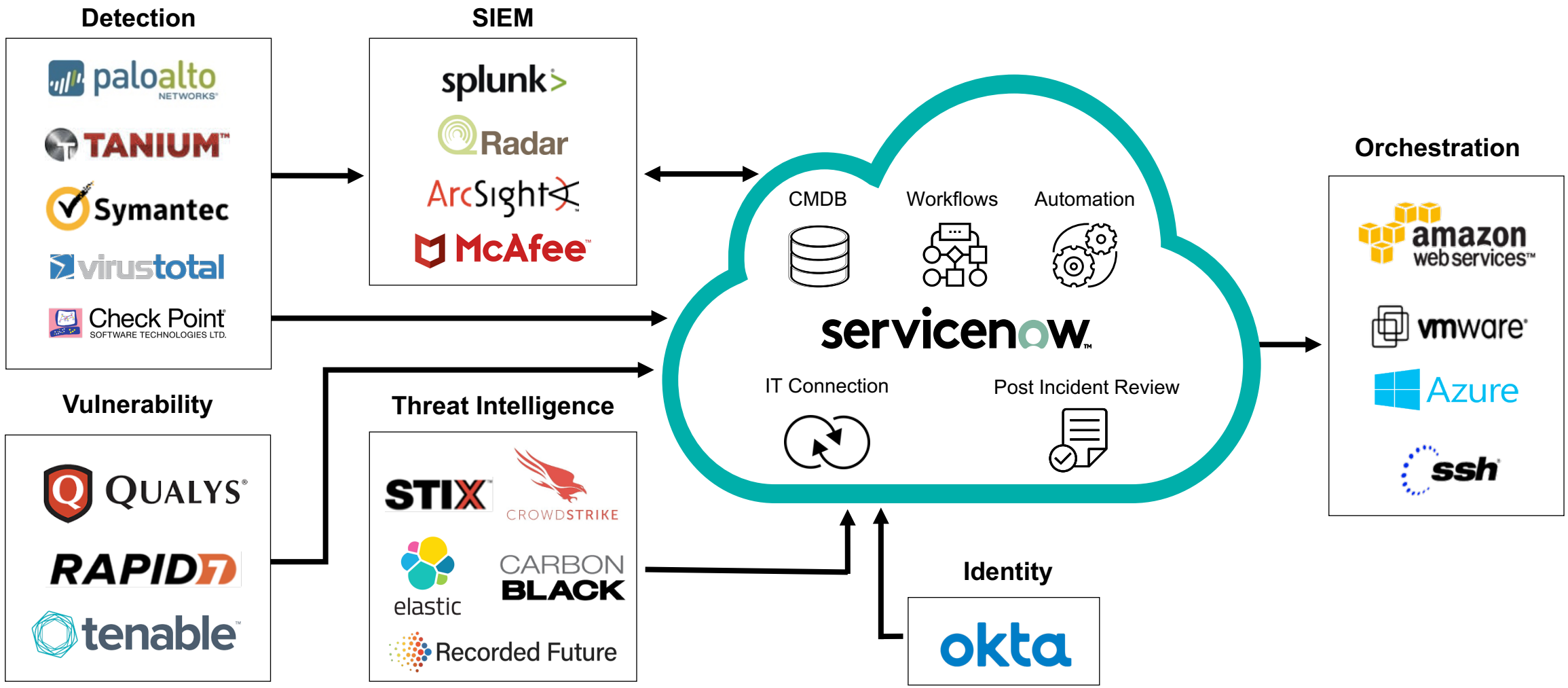
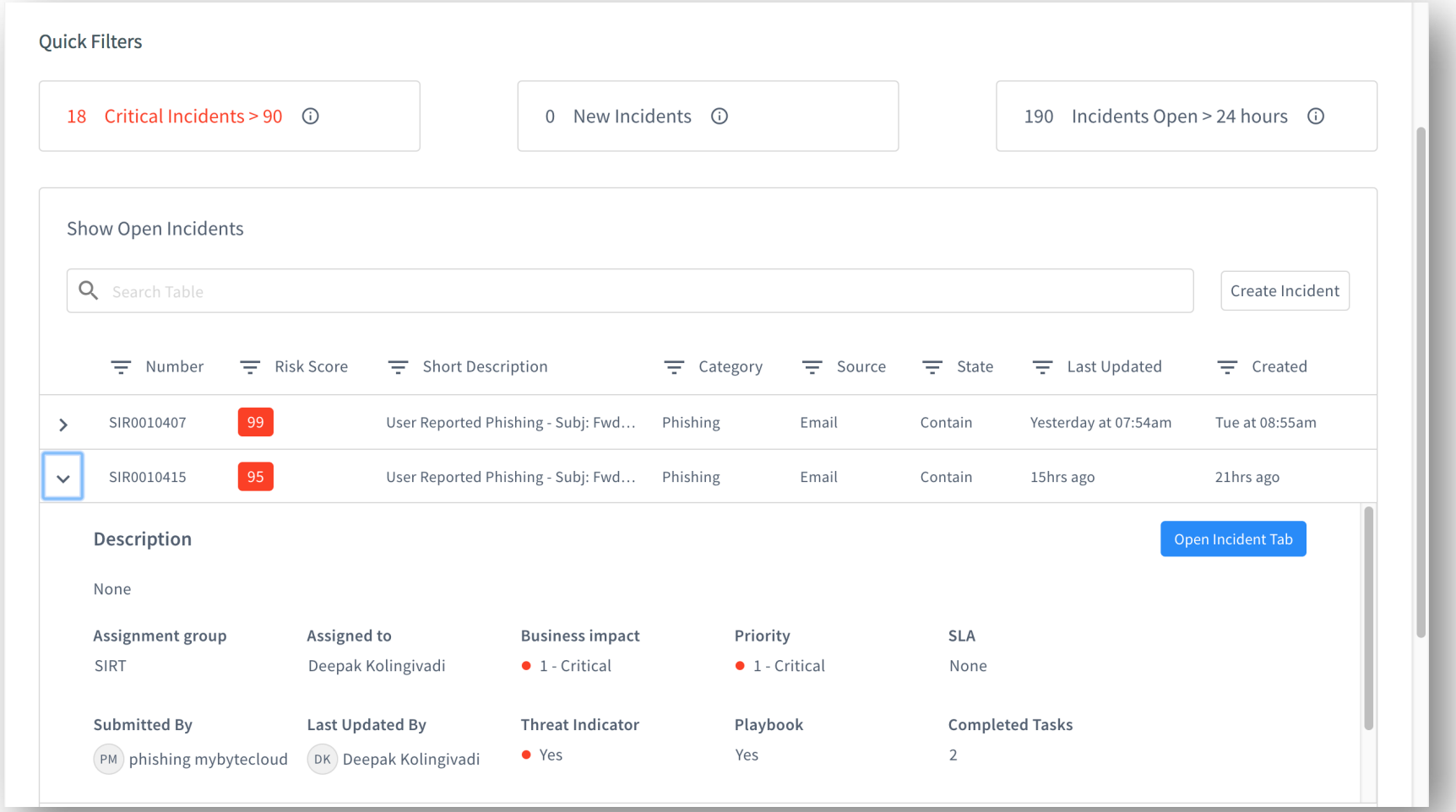
Connect Your Security Tools for Faster Response

ServiceNow Security Operations



Prioritize Incidents that Impact your Business

- Correlate with CMDB
- Business criticality
- Risk score



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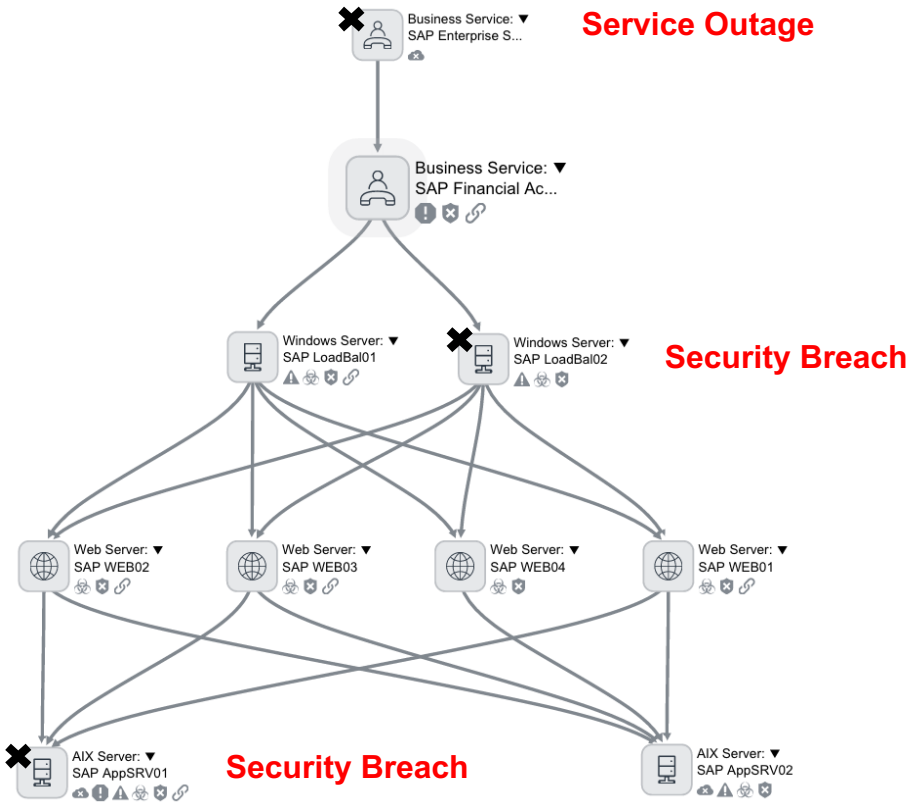
Understand Impact Before Taking Action



- Avoid business disruption when patching or taking systems offline
- See the broad impact of an incident affecting multiple systems
- Immediately know who owns an asset

Service Mapping automatically maps applications and infrastructure components to business services

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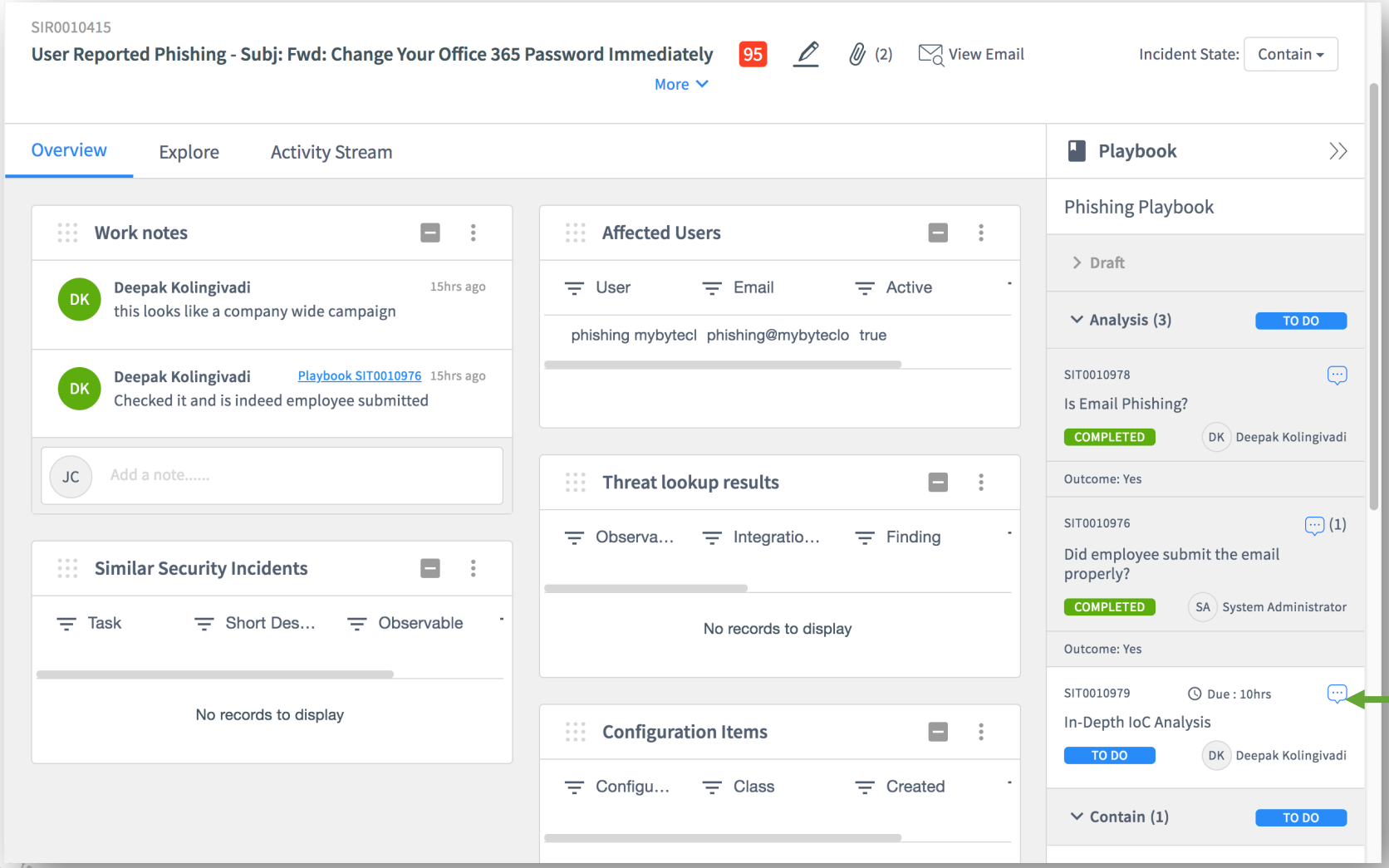
See All Relevant Info in One Screen



Single system of record captures everything related to the incident:

- Tasks
- Attachments
- Post Incident Reviews
- Work Notes
- Etc.

Easy to follow playbooks

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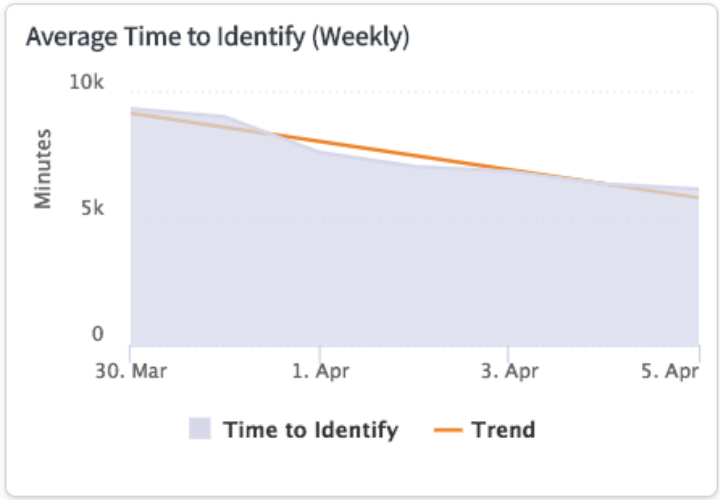
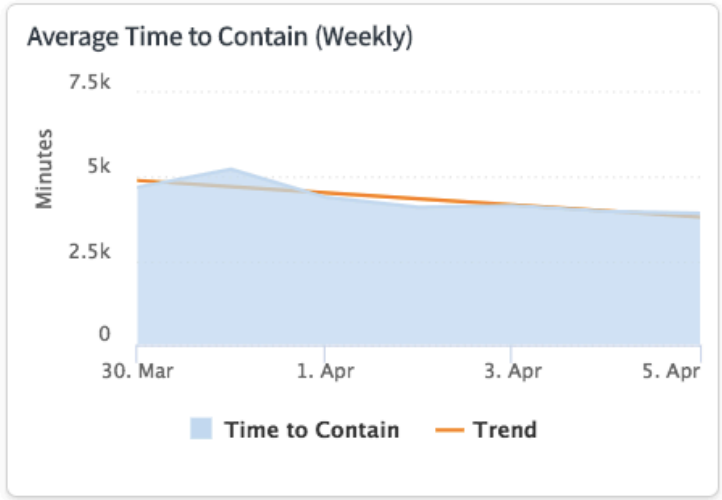
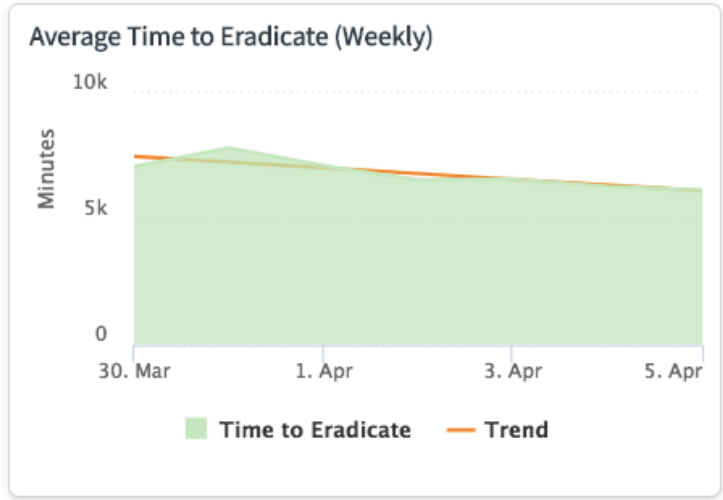
Monitor Security Posture and Performance

Security Operations Center | Vulnerability Profile | Security Controls Profile | Business Risk Profile | Orchestration ROI







Average age of open security incidents by priority

Name	May 01	Distribution
4 - Low	38.76 days	
1 - Critical	36.27 days	
3 - Moderate	32.72 days	
2 - High	31.89 days	

Number of new security incidents by Priority

Name	Apr 10	Trend	Distribution
1 - Critical	2		
2 - High	0		
3 - Moderate	0		
4 - Low	0		

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Monitor Outage Trends and Impact

VP of IT Operations

BusinessService.S…

BusinessService.Service

Overview | Cost Analysis | Incident Management | Problem Management | Change Management | Outages Analysis | Vendor Performance | Cloud Overview

Critical Service Outages this Month

Aug 2018

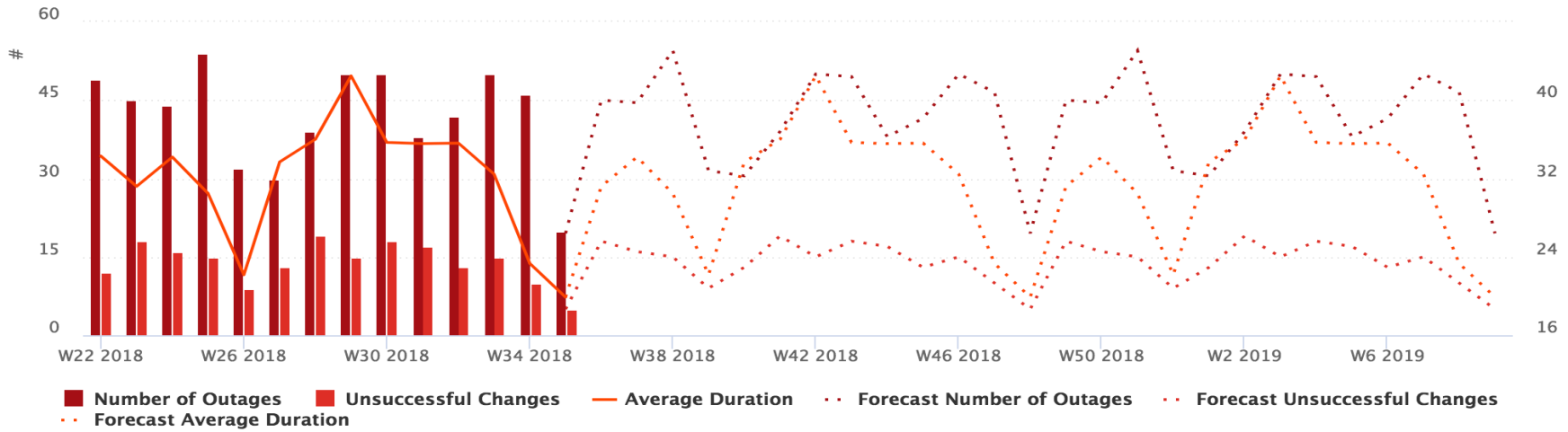
9 Change: ▼ 18 (-66.7%)

Cost Impact of Outages

Aug 2018

$1M Change: ▼ 284k (-20.7%)

Weekly Outage Trends



Number of Outages MtD

Name	Aug 2018	Change %	Trend
QA Audit	27	1,700.0%	
CRM	22	330.0%	
Order Fulfillment Service	14	-3.6%	

Average Duration of Outages

Name	Aug 2018	Change %	Trend
User Verification	43.85 Hrs	7.9%	
Customer Email	43.40 Hrs	1.7%	
APAC Billing	42.29 Hrs	-10.4%	

Cost Impact of Outages

Name	Aug 2018	Change %	Trend
QA Audit	$180k	1,532.5%	
User Verification	$83k	-50.0%	
Order Fulfillment Service	$81k	-19.0%	

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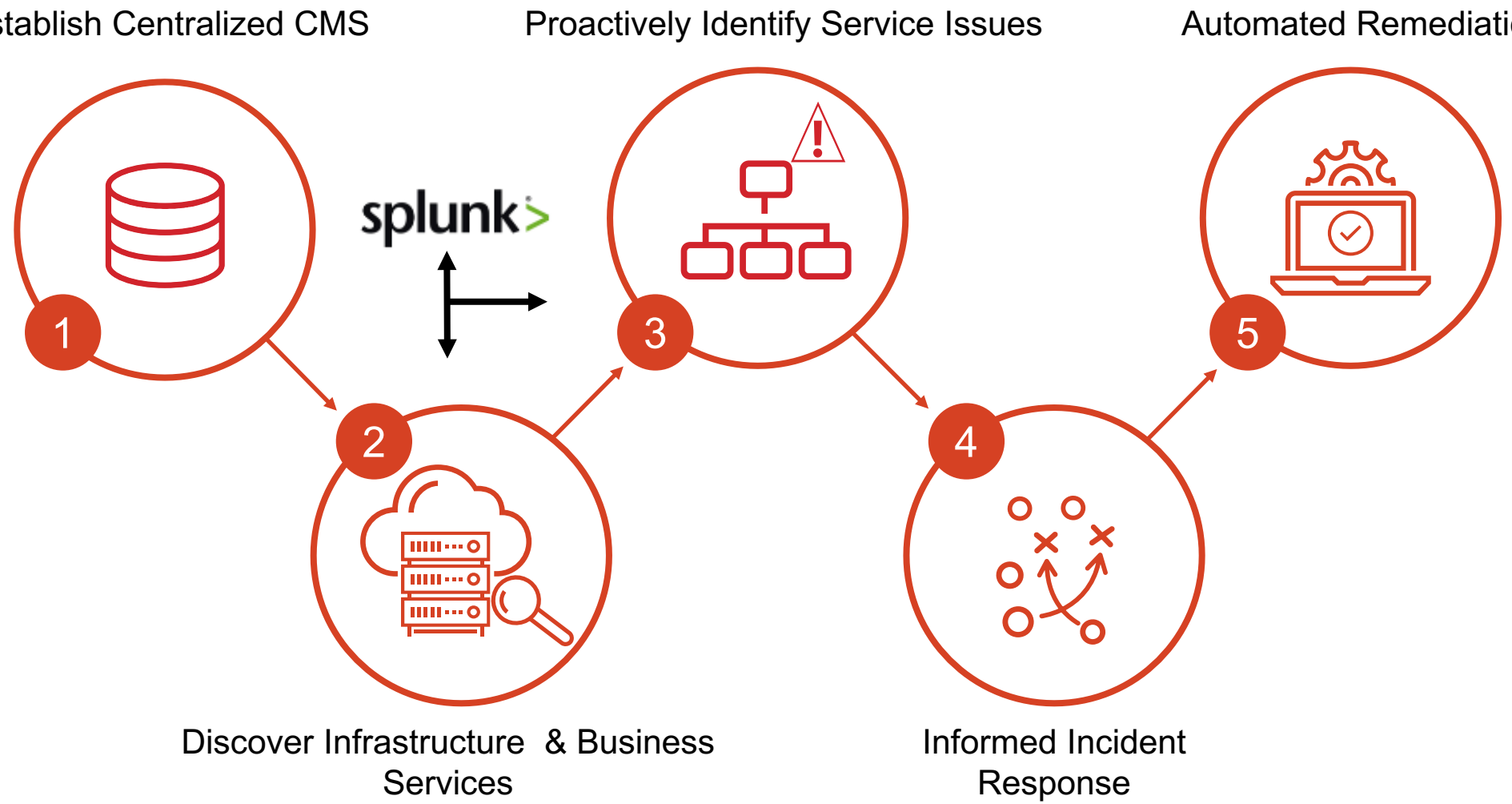
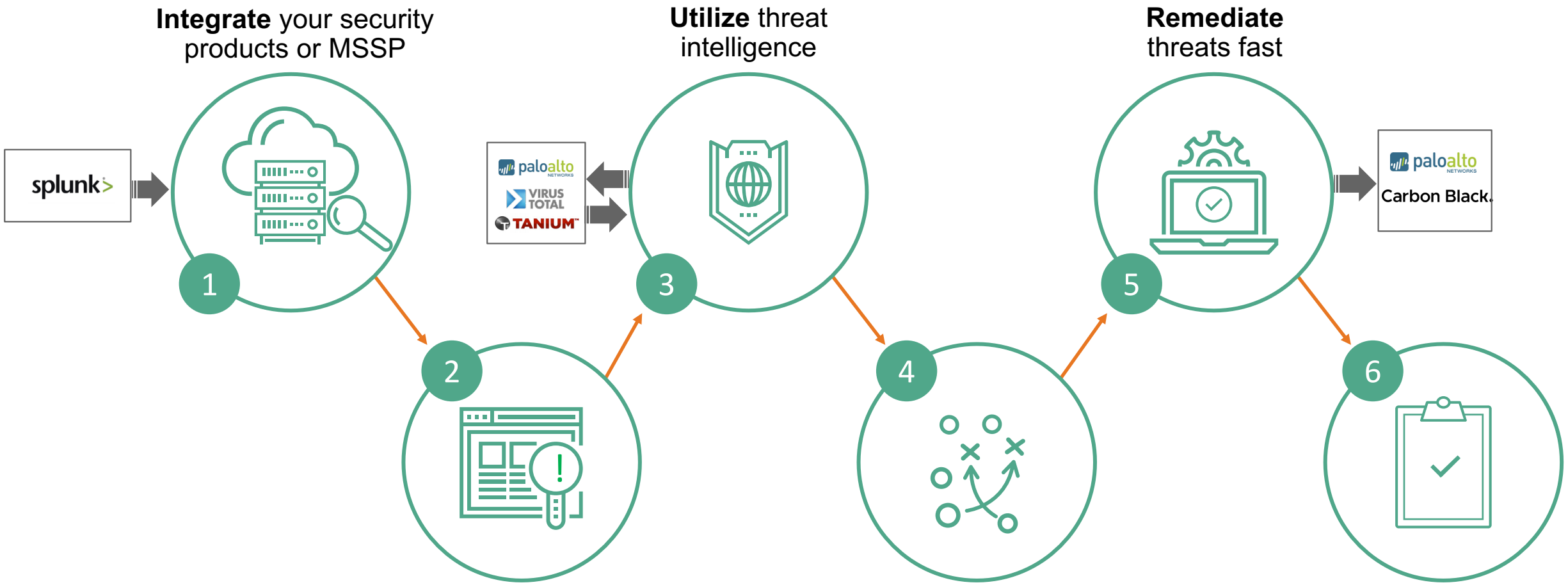
Use Case: Eliminate Service Outages



Use Case: Prioritize & Automate Response



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Demo

Responding to a security event with ServiceNow

Measured Value

Forrester Consulting Total Economic Impact™ Study

45%
faster security incident response

25%
faster vulnerability response

60%
faster vulnerability prioritization

Source: Forrester Consulting, The Total Economic Impact™ of ServiceNow Security Operations, January 2018

Q&A

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