IBM ServiceNow Practice

IBM ServiceNow Cyber Security Operations

Service Definition for G-Cloud 14

ServiceNow Security Operations

Security Operations brings incident data from your security tools into a structured response engine that uses intelligent workflows, automation, and a deep connection with IT to prioritize and resolve threats based upon the impact they post to your organization.

Identify, prioritize, and remediate vulnerabilities with the Vulnerability Response application.

Identify, prioritize, and remediate critical security incidents with the Security Incident Response application.
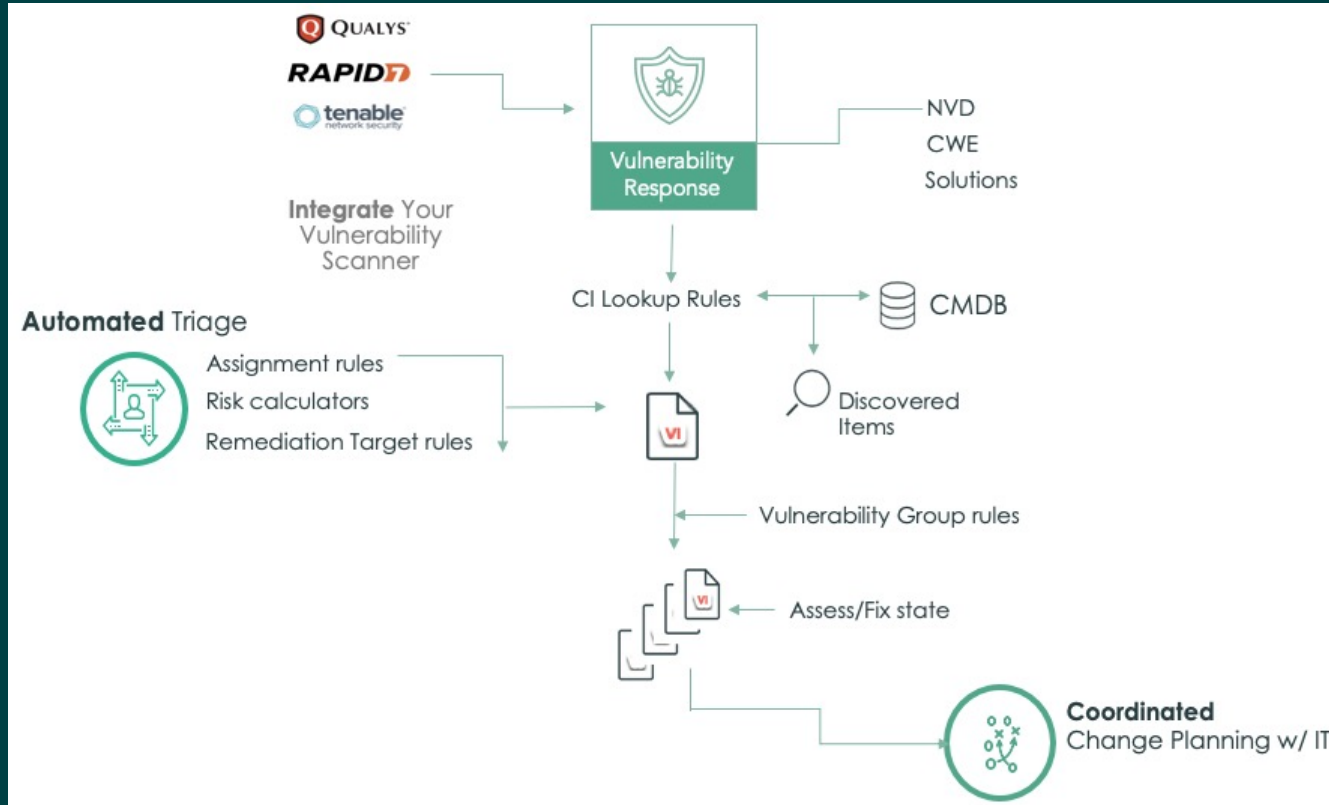
Identify, prioritize, and remediate misconfigured assets with the Configuration Compliance application.

Access your company's Structured Threat Information Expression (STIX) data with the Threat Intelligence application.

Access the Security Incident Response and Vulnerability Response applications from your mobile device.
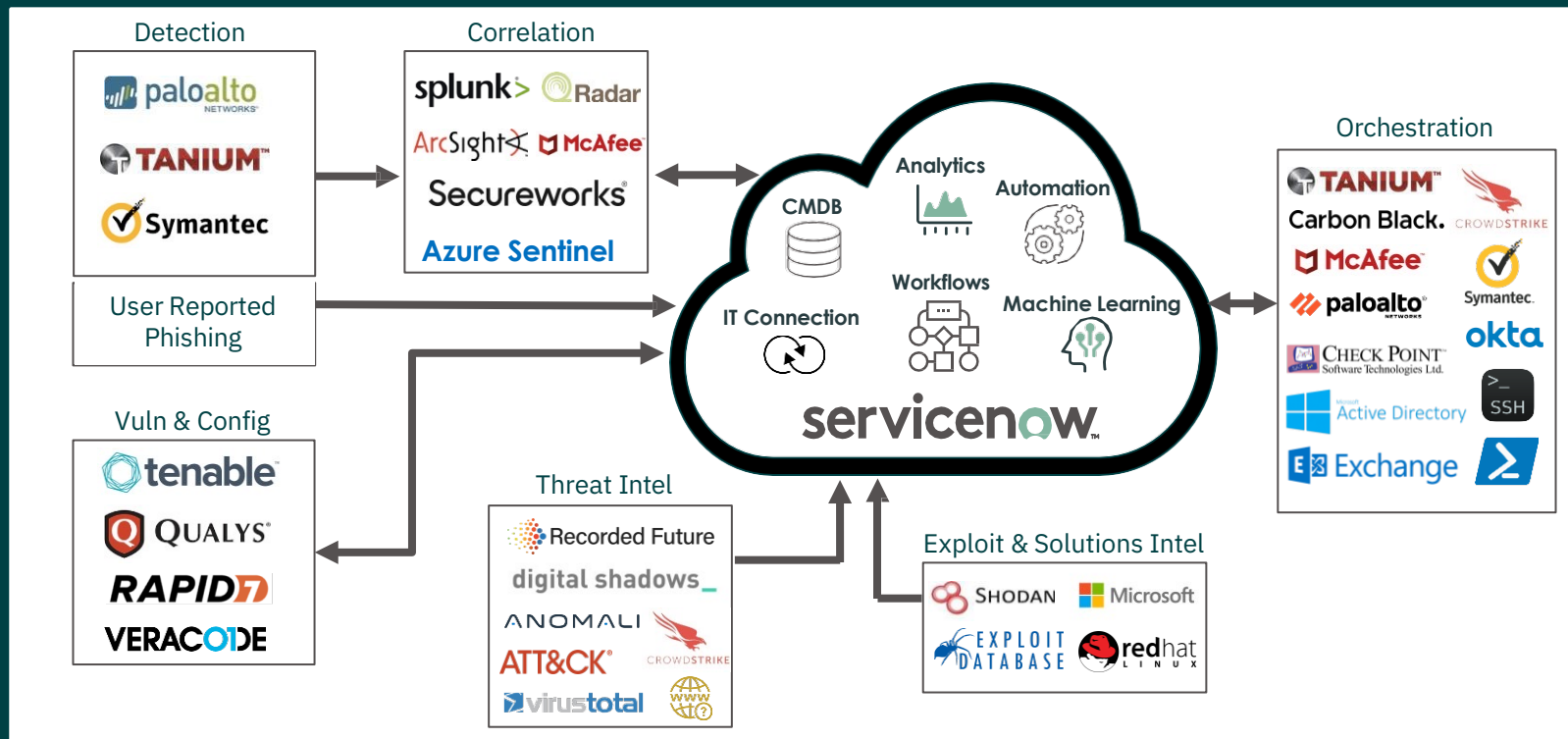
Identify, Prioritize and Remediate Vulnerabilities in Software, Operating Systems and Assets

Identify, Prioritize and Remediate Critical Security Incidents

Where does Security Operations fit in with your Security Tooling?

ServiceNow SecOps Implementation

Overview

- An 8 week implementation of the SecOps platform (SIR or VR) and associated processes and governance, integration into the CMDB, and a pre agreed number of 3rd party tool integrations, workflows, reports, and dashboards

IBM Support

- IBM will provide project management and leadership; ServiceNow and other relevant technical solution specialists; and NIST and Cybersecurity SMEs, to work with the CISO, ServiceNow Platform Owner, and other Cybersecurity and IT stakeholders to implement and embed the solution

- We will use IBM's Garage methodology and bring implementation accelerators

Activities – Vulnerability Response

- Vulnerability Response assignment rules, groups and group rules

- Remediation Target Rules

- Integration with 3rd party tools for Vulnerability reports and penetration testing reports

- Vulnerability reports and Penetration Testing reports to be integrated into ITSM for remediation tracking purposes

- Configure Vulnerability Management Solution within the Vulnerability response application

Activities – Security Incident Response

- Configure Security Incident Response for Case Management

- Integration with 3rd party tools e.g. SIEM, STIX

- Incident Escalations, Incident Risk Score Calculators, and SLA's

- Configuration of Inbox, Email Parsers and Inbound Email Actions

- Configure workflows and Security Analyst Workspace

- Define attacks modes, observables, and indicators of compromise

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ServiceNow Security Operations (SecOps)

SecOps is part of ServiceNow's fully integrated product suite and can be seamlessly integrated into CMDB, ITx, and IRM

Many of the 3rd party solutions used by a CISO have prebuilt ServiceNow connectors that can be found on the App Store

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About us
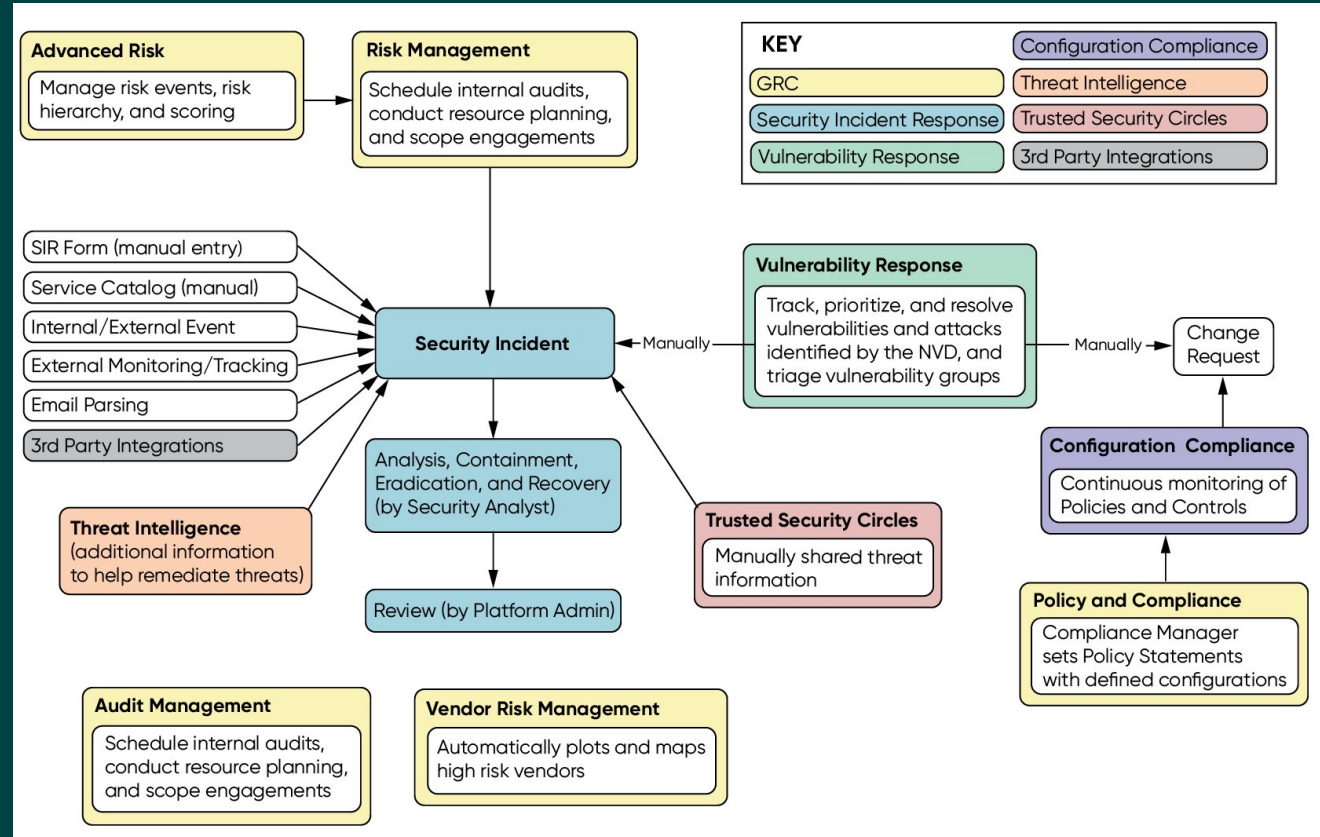
The principles of the IBM Way are how we think and act.

Clients first

Put clients first, in all we do.

Reinvention by design

Embed design thinking and experience-led insights to shape intelligent workflows

Cognitive to the core

Infuse cognitive and exponential technologies into our clients' enterprises and core workflows

Agile on the cloud

Modernize the core through integration and innovation

Inspired Talent

Stay ahead, be essential

Delivered with confidence and quality

Use consistent, modern methods and platforms, at a global scale.

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100,000 Agile trained professionals

8,000 Digital strategy and business design professionals, co-creating with our clients

25,000 Process transformation professionals using exponential technologies to reinvent workflows

40,000 Enterprise application professionals across SAP, Oracle, Microsoft, Salesforce, Workday and Success factors

90,000 Cloud experts helping clients accelerate their Hybrid Multicloud journey

Why IBM are Different:

IBM **work in partnership with you to address your business needs** leveraging our deep industry and technical expertise, tools, and approach to delivering Digital ready solutions for a range of business needs

Innovative technology - AI, blockchain and cybersecurity delivered in a Hybrid Cloud environment

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