Tenable for ServiceNow® ITSM
Optimize your Security Program within your ServiceNow Environment

Business Challenge

Vulnerability management programs are constantly plagued with manual remediation processes that prove to be inaccurate, time consuming and prose communication barriers between security and IT teams. Sending weekly emails and spreadsheets to track vulnerability information lacks scalability and increases the risk for the organization.

Solution

The Tenable® integration for the ServiceNow® Information Technology Service Management (ITSM) allows you to bring the rich vulnerability information from Tenable into ServiceNow for an automated way of creating tickets for high and critical vulnerabilities. This allows you to bridge the digital divide between the Security Teams and the IT remediators by sharing the one common operating environment, using the industry-leading ITSM platform from ServiceNow.

Value

The Tenable app for ITSM provides the ability to:

- Replaces manual methods of emails, spreadsheets and documents for sharing vulnerabilities across teams
- Enhanced visibility into your vulnerability program
- Entry-level solution for customers without the ServiceNow Vulnerability Response module
- Have a common view of vulnerability tickets across IT and Security teams
- Utilize a solution to close the knowledge gap between IT and Security teams, which both can now work from the same playbook of vulnerabilities

Technology Components

- Tenable.io/Tenable.sc 5.7
- Tenable for Assets
- Tenable for ITSM
- ServiceNow Orlando or Paris

Key Benefits

- Respond quickly, reduce errors through automation and orchestration
- Reduce risk, exposure and loss by prioritizing the most critical items to fix first
- Improve operational efficiency by standardizing process
- Increase communication with coordinated response across IT and Security Teams
Features

With this integration, you can:

- Convert all high and critical Tenable vulnerabilities directly into ServiceNow incidents/tickets using rules
- Sync all high and critical vulnerabilities into servicenow ITSM
- Manage your Tenable vulnerabilities within ServiceNow

How It Works

1. Get Vulnerabilities to sync from Tenable into Tenable for ITSM
2. Use Tenable for Assets to get the correct CI for the given vulnerability to be imported
3. Create/Update Vulnerability record in Tenable for ITSM
4. Run configured rules against vulnerabilities and create/update incidents in ServiceNow

More Information

You can get the latest apps here: store.servicenow.com

Installation and configuration documentation: docs.tenable.com

For support please visit: community.tenable.com