



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 pose 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 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:

- 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
- Common view of vulnerability tickets across IT and Security teams
- 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 New York or Orlando

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

ABOUT TENABLE

Tenable®, Inc. is the Cyber Exposure company. Over 27,000 organizations around the globe rely on Tenable to understand and reduce cyber risk. As the creator of Nessus®, Tenable extended its expertise in vulnerabilities to deliver the world's first platform to see and secure any digital asset on any computing platform. Tenable customers include more than 50 percent of the Fortune 500, more than 25 percent of the Global 2000 and large government agencies. Learn more at www.tenable.com.

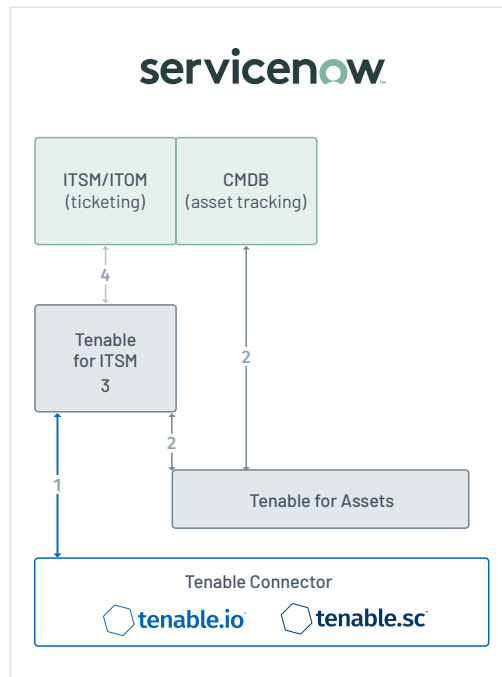
ABOUT SERVICENOW

ServiceNow was started in 2004 with the belief that getting simple stuff done at work can be easy, and getting complex multi-step tasks completed can be painless. From the beginning, ServiceNow envisioned a world where anyone could create powerful workflows to get enterprise work done. Today, ServiceNow's cloud-based platform simplifies the way we work through a structured security response engine. ServiceNow Security Operations automates, predicts, digitizes, and optimizes security and vulnerability response to resolve threats quickly based on business impact. Reduce manual processes and increase efficiency across security and IT teams. ServiceNow is how work gets done. Learn more at servicenow.com

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 contact: community.tenable.com

Watch [Tenable Apps for ServiceNow - Value Overview](#) on YouTube

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