

ServiceNow Security

Platform Security, FedRAMP, DoD IL's, and more...

San Antonio Tech Day, June 11th 2019

Asif Husain – Director, Product Strategy

Platform Security

- **Customer-managed Access Control**
 - Authentication: MFA capabilities; SSO integrations; support for SAML
 - Authorization: RBAC/ACL support including ADFS/LDAP/etc. integration; context-based securing records
- **Logging and Monitoring**
 - GUI and table views; all field changes logged; integrate with enterprise SEIM
- **Encryption**
 - FDE; Column-level encryption; Edge Encryption; Database Encryption
- **Restrict Access to application**
 - IP-range based authentication; SNC Access Control plug-in
- **Data Security**
 - TLS 1.2; encryption options, authorization

FedRAMP ATO

- The ServiceNow Service Automation Government Cloud Suite was granted a JAB Provisional Authorization to Operate (P-ATO) on February 17, 2016
- FedRAMP Moderate / DoD Impact Level 2 (IL2)
- Delivery model is Software as a Service (SaaS)
- Physically separate cloud from the ServiceNow commercial cloud
- Data centers in Culpepper, VA and Miami, FL
- Our data centers, infrastructure, and platform are included in the scope of our P-ATO. Not leveraging an IaaS.



February 17, 2016

Mr. Frank Sloodman
Chief Executive Officer
ServiceNow, Inc.
3260 Jay Street
Santa Clara, CA 95054

Mr. Sloodman:

The Joint Authorization Board (JAB) of the Federal Risk and Authorization Management Program (FedRAMP) has completed the review of the ServiceNow Service Automation Government Cloud Suite (ServiceNow). Based on the Federal Information Processing Standard (FIPS) security categorization of "Moderate" (Confidentiality=Moderate, Integrity=Moderate, Availability=Moderate) and the FedRAMP Security Assessment Process¹, the JAB has determined that ServiceNow meets the information security requirements and is granted FedRAMP Provisional Authorization (P-ATO). Based on the third-party assessment conducted by Veris Group, LLC, and review by the JAB, there are no outstanding high

FedRAMP High / DoD IL-4 Process

- ServiceNow is working to obtain its FedRAMP High and DoD Impact Level 4 authorization

Infrastructure Buildout

SysEng Svs /
App & DB
Capacity
Buildout

HI & Data
Center
Build in
FedRAMP

End-to-End Validation
/ 3PAO Readiness
Assessment (RAR)

3PAO Testing + FedRAMP/DISA (IL-4) Authorization



Where we are today

Upcoming Communications

- Initial customer communications sent in April
- FedRAMP/DoD Impact Levels Migration FAQ also sent to customers
- Planned customer-facing Webinar end of June / early July

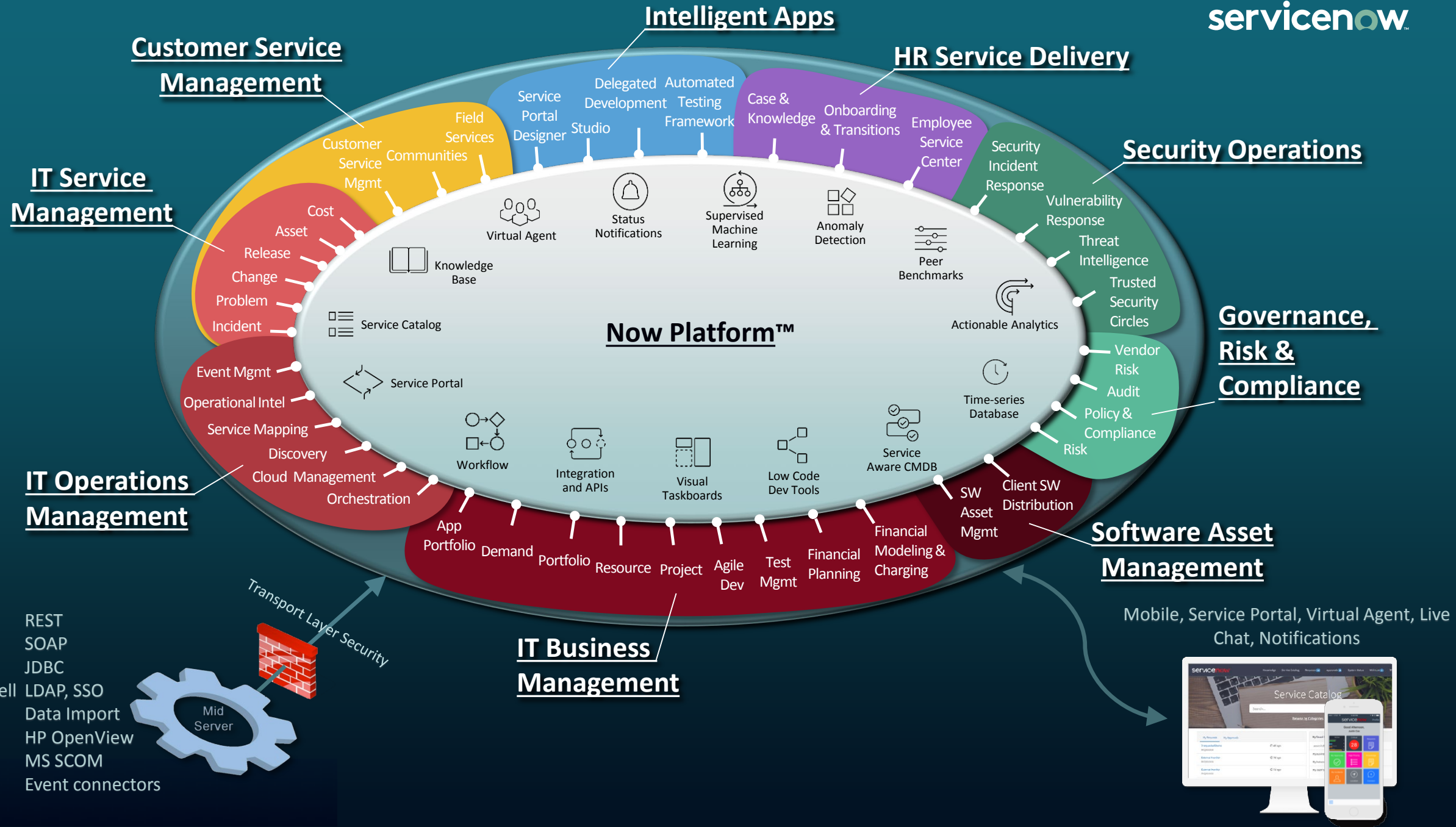
Questions???

- Thank you!

ServiceNow ITSM Overview

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Gaine Nazareth – Solutions Architect



Demo Personas



John Smith – Requestor
(Active Duty Personnel, Civilian Employee, Contractor, External Agency, Reservist)

- Consumer Experience
- Self-Service (Tier 0, Case Deflection)
- Improved Employee Satisfaction
- Omni-channel Engagement Approach



Gaine Nazareth – Agent
(Tier 1, Tier 2, Request Fulfiller)

- 360 View for root-cause Analysis
- Artificial Intelligence for quick resolution
- Improved Resolution time and rates
- Increased First Call Resolution



Sarah Anderson – Manager
(SES, Director, Executive, Manager)

- Visibility, Accountability, Transparency
- Decreased Costs
- Increased Efficiencies
- Actionable Dashboards and Reports