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ServiceNow GovCommunityCloud (US)

Transitioning to ServiceNow's GovCommunityCloud (FedRAMP High/DoD IL-4) Environment

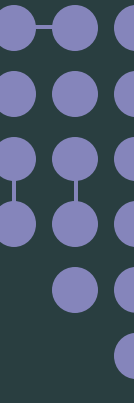
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GCC Migration – The Basics



What is the GovCommunityCloud (GCC)

ServiceNow GovCommunityCloud (GCC) is our FedRAMP High/DOD IL4 authorized environment. It is a highly secure environment that will host customers at FedRAMP High/Moderate and/or DoD IL4/IL2 controls.

Why am I being asked to migrate

The FedRAMP Joint Authorization Board (JAB) will discontinue ServiceNow's FedRAMP Moderate Continuous Monitoring activities (ConMon). The FedRAMP Moderate cloud where your instances are currently hosted will not have a FedRAMP JAB Authorization to Operate (ATO) and ServiceNow will no longer be authorized to process FedRAMP data in our FedRAMP Moderate cloud in the near future.

All the instances from the ServiceNow FedRAMP Moderate cloud must be migrated to GCC, and subsequently the FedRAMP Moderate datacenters will be shutdown.

What's new in GCC and how do I prepare for it

1) Domain name and IP address change

- There will be a change in domain name and also IP address of your instances. New URL will be: **<instancename>.servicenowservices.com**. Previous URL will be redirected to this new URL for 30-days after migration.
- ****Instance name does not change**

Instance Email address change

- Your instance email address will change from <instancename>@midatl.service-now.com to **<instancename>@servicenowservices.com**.
- Emails to your old instance email address will be automatically forwarded for 30-days after migration for any migrations yet to be executed.

○ How to prepare for this

- New IP addresses will be provided in the CHG record when it's scheduled in HIWAVE. Please make necessary changes on your end in preparation of migration
- Recommend migration of sub-production instance(s) prior to production to validate impact of the domain change
- Customers can request a script via your master case in HI to get a list of hardcoded occurrences of the domain in preparation of migration

What's new in GCC and how do I prepare for it

2) HIWAVE

The GCC environment has a different Service Portal called HIWAVE. It is independent of the current HI Service Portal. Once all of your instances from FedRAMP Moderate are migrated, your account will be migrated over to HIWAVE, along with all the historical data and you will no longer have access to HI.

HIWAVE requires multi-factor authentication. Currently it supports PIV/CAC card or any variety of MFA such as Google MFA/Okta. Whatever authentication method you select was designed to apply to all your users that need to log in to HIWAVE. We are currently in the process of modifying this to support multiple user authentication for the same account.

Note: Authentication method you chose will not impact how you authenticate to your instances.

○ **How to prepare for this**

- Ensure you have a two-factor MFA authentication method that you can apply to HIWAVE.
- If you have customers who use PIV/CAC and others that use MFA option such as OKTA, please choose MFA (lowest common denominator). We are working on changes to support users with multiple authentication methods for the same account
- If you are a DOD customer that requires to connect via DISA-CAP, you can only authenticate to HIWAVE via CAC.
- Please refer to HIWAVE PIV/CAC [KB0783393](#)

What's new in GCC and how do I prepare for it

3) Hardening of instances

Until recently, hardening of all instances was a pre-requisite to start the migration process. In order to simplify the customer migration process into GCC, ServiceNow will no longer mandate you harden your instances prior to migration. This change means that ServiceNow will not validate the hardening status of your instance prior to migration.

○ How to prepare for this

- Hardening your instances is still a requirement to be compliant with FISMA/FedRAMP, however it is your responsibility to implement these requirements post-migration into GCC.
- ServiceNow is not responsible for and will not be auditing the hardening status of customer instances. Any acceptance of risk of not implementing these controls, is at the sole discretion of the customer. Please refer to the Customer Responsibility Matrix for more details.
- To receive an instance hardening waiver, please request an “instance hardening exception” via your master case in HI. Once the ServiceNow automation has been updated, a notification will be sent to all customers, and this request will no longer be needed.

What's new in GCC and how do I prepare for it

4) Downtime related to migration

There is a migration downtime: typically this is 60 minutes, depending on the size of the database. This is required to do the final sync, shutdown your old instances and activate the new ones. There is 6 to 96 hours of background jobs that execute in order to prepare for the migration, during which your existing FedRAMP Moderate/IL2 instance will remain available.

How to prepare for this

- You control the schedule and time for your migrations. Please schedule at least 3 days in advance of desired migration in order to give sufficient time for background jobs to complete
- Do not schedule clones, renames, upgrades or other such activity within 3 days prior to the migration date
- Notify your customers of the downtime and the URL & Email change that will occur 30 days post migration (or longer if you have requested an extension)

Recap - What's new in GCC

- 1) Domain name and IP address change
- 2) HIWAVE service portal
- 3) Hardening of instances no longer mandatory
- 4) Downtime related to migration

Please note: For any requests or questions, please submit them via your master migration case in HI.

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FAQ Overview



Frequently Asked Questions

- **Will ServiceNow *continue* to maintain its FedRAMP Moderate/IL-2 environment?**
 - NO. ServiceNow will be decommissioning its FedRAMP Moderate/IL-2 environment.

- **Are customers required to move/migrate to this new environment?**
 - Yes. Migrations to GCC are being conducted now, which started in October 2019.

- **Which releases are currently approved for FedRAMP High/DoD IL-4?**
 - Kingston / London / Madrid / New York / Orlando

- **When must migrations be completed? What is the deadline?**
 - The FedRAMP Moderate **authorization** expires on May 31, 2020
 - It is highly recommended to complete the migration by May 31
 - ServiceNow has extended the availability of its FedRAMP Moderate environment until October 31, 2020

Guidelines/Best Practices

➤ I plan to perform a release upgrade as well. What is the recommended best practice?

- ServiceNow recommends first migrating to GCC, *then* performing a release upgrade to avoid delays in meeting the migration deadline
- ****Please refrain from performing the following activities 3 days prior to migration:**
- *Move, Clone, Rename and Topology Conversion and Platform Upgrades*

➤ How to prepare for your migration? (see Migration FAQ)

- Review, evaluate, and implement the new Customer Responsibility Matrix (CRM)
- If necessary, upgrade their instances (recommend to London or Madrid) at least 3 days prior to migration.
- Update your network configurations per Migration FAQ ([KB0745039](#))
- Configure SN Access Control Plug-in (if not already in place)
- Implement Multi-factor Authentication (MFA) (*customer responsibility*)
- If needed, submit request for instance email forwarding via your master case.
- DoD IL4 cloud customers: connections will be routed through the DISA Cloud Access Point (CAP). More information forthcoming.
- Please refer to the Migration FAQ ([KB0745039](#)) on the GCC Landing Page for the most

Frequently Asked Questions

➤ What is the Customer Responsibility Matrix (CRM)?

- The Customer Responsibility Matrix (CRM) is the set of security controls, as identified by FedRAMP/DISA, for which the customer is responsible. See: [KB0685212](#)
- Customers must *evaluate* the CRM and implement the identified controls
- Customers may determine that a CRM control does not apply to their implementation, or they may risk-accept an identified control.

➤ Can I control the order and schedule of my instance migrations?

- Yes. ServiceNow highly encourages sub-production instances to be migrated first so testing and validation can be performed

➤ When will I obtain my new instance IP's, URL, etc,?

- New IP addresses will be provided in the CHG record when it's scheduled in HIWAVE.
- New URL will be: <instancename>.servicenowservices.com. Previous URL will be redirected to this new URL for 30-days after migration
- **Instance name does not change

Frequently Asked Questions

- **What is the expected outage/downtime? How long will moves take?**
 - Anticipated downtime is estimated at 1 hour per instance. Instances with databases over 4TB may take slightly longer
 - Prior to the downtime, the FedRAMP Moderate instance will be accessible and available
 - Notifications are provided in the HIWAVE CHG record when maintenance windows will start and a notice to cease activity prior to the downtime

- **How is ServiceNow addressing the migration of Self-Hosted customers?**
 - ServiceNow Federal Professional Services will be conducting a 1-to-1 engagement with each Self-Hosted customer migrating to the GCC environment
 - Questionnaires have been sent to these customers to understand their current environment
 - Same pre-requisites apply: minimal release family version, instance hardening, etc.

- **For DoD customers, does the DISA Cloud Access Point (CAP) apply?**
 - YES, this is the new secure connection into DoD NIPRNet, which is required to meet the IL-4 security requirements
 - ServiceNow and DoD IL4 customers will be required to utilize DoD IP addressing, PKI and other DoD/DISA requirements

DoD CAC authentication method acceptable for accessing HIWAVE

Frequently Asked Questions

➤ How do I access and procure apps from the ServiceNow Store?

- [GCC Customer Store Access](#) (KB0030207)
- [Self-Hosted Customer Store Access](#) (KB0030222)
- ServiceNow is working on improving the Store procurement process and overall user experience for GCC customers

Frequently Asked Questions

➤ What products/services are not available in GCC (or self-hosted)?

- See [KB0743854](#)



Product/Service	GCC	FedRAMP Moderate/IL-2	Self-Hosted
Platform			
AI/ML	✓	✓	Ongoing pilot
Antivirus	Starting w/NY	Starting w/NY	
Benchmarks (ITSM)			
Operational Intelligence (ITOM)			✓
Document Viewer (ITBM)	Starting w/NY	Starting w/NY	
Mobile			
Instance Data Replication (IDR)			

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Reference Material



FedRAMP & DISA Basic Terms & Definitions

Federal Risk and Authorization Management Program (FedRAMP)	“Enables Agencies to move from...legacy IT to...cloud-based IT.” https://fedramp.gov
FedRAMP Joint Advisory Board (JAB)	CIO representatives of the DHS, GSA, and DOD
Defense Information Services Agency (DISA)	“To be the trusted provider to connect and protect the warfighter in cyberspace.” https://disa.mil/
DOD IL2 environment	FedRAMP Moderate environment (261 NIST controls)
DOD IL4 environment	FedRAMP Moderate environment with DoD FedRAMP+ Security Controls/Enhancements (343 NIST controls)
FedRAMP Physical boundary	A physical cage (e.g.; HEF101, MIA101)
FedRAMP Authorization boundary	Cages, network, services, endpoints – All systems described in System Security Plan (SSP)
Plan of Actions and Milestones (POAM)	Fix list and dates
3rd Party Attestation Organization (3PAO)	Auditors – The JAB and DOD do not themselves do audits
National Institute of Standards and Technology (NIST)	Source of FedRAMP and DOD control standards e.g; https://nvd.nist.gov/800-53
Cloud Service Provider (CSP)	That’s us. ServiceNow. fed.servicenow.net on the inside, servicenowservices.com on the outside.

Resources – Knowledge Base Articles

ServiceNow GovCommunityCloud (GCC) KB articles:

- [KB0747349](#)
 - GovCommunityCloud (GCC) Landing Page for customers
- [KB0745039](#)
 - Migration FAQ
- [KB0743854](#)
 - List of products/services that are not available for FedRAMP Mod/FedRAMP High/Self-Hosted
- [KB0656691](#)
 - Self-hosted to FedRAMP KB on HI

Resources – Training Materials

ServiceNow GovCommunityCloud (GCC) KB articles:

- March 18, 2020 Virtual Workshop
 - <https://servicenow.zoom.us/rec/share/tZduFozzqltIX7f98nDccYodQ5a0aaa8g3UcqfZZmhnWm2B9WS8z8sLkne7sYpON>
- March 2, 2020 Virtual Workshop
 - https://servicenow.zoom.us/rec/share/2pV_II-z0XtIZ5WOxVH-XvUYGoLdT6a8h3VN8vRbzB5uoJWsRtFfRfDyRrX4mnNW
- September 10, 2019 Webinar
 - <https://www.servicenow.com/lpwbr/transitioning-to-servicenows-govcommunity-cloud-environment.html>

Resources – Other Links

- [FedRAMP Marketplace – ServiceNow Service Automation Government Cloud Suite](#)
FedRAMP website indicating ServiceNow's FedRAMP High authorization

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Thank You!

