Modernized ITAM with Tanium and ServiceNow for State and Local Governments

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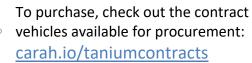For additional resources:
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State and local government agencies are focused on reducing the risk of cyberattacks, data breaches, and other disruptions to important community services.

The Tanium Asset Integration for ServiceNow enables agencies to view real-time endpoint data supplied by Tanium directly in their ServiceNow CMDB, improving the basis for all their IT and security operations, and reducing IT risk.

Benefits of Tanium ITAM for ServiceNow

- Reduce cost across underutilized assets
- Reduce Mean Time to Resolution (MTTR) and exceed Service Level Agreements (SLAs) by focusing energy on resolving issues, not chasing down endpoints.
- Report 100% accurate data across every endpoint in seconds or minutes
- 93% average reduction on weekly scan times of hardware, software, and virtual assets
- Have a single source of truth for hardware and software data at scale

TANIUM & SERVICENOW

Find out how Tanium and ServiceNow can automate operations, security and user experience.

Learn more

The Challenge

As state and local governments face new regulatory requirements for improved cybersecurity, CIOs and CISOs must think about how to manage their endpoints through digital transformation. Visibility is the cornerstone of good cyber hygiene, but IT teams grappling with tool sprawl and silos are challenged with having the visibility they need.

An agency's Configuration Management Database (CMDB) should be the single source of truth to power effective processes and decision-making across their IT organization. Additionally, with in-office, hybrid and full-remote employees, visibility into endpoints and application performance has become more difficult, creating crucial blind-spots. Without full visibility into their asset inventory and real-time reporting of aggregated data from online and offline assets, agencies face the risk of a security breach – and disrupting constituent services.

The Solution

The Tanium and ServiceNow partnership combine Tanium's Converged Endpoint Management platform (XEM) with ServiceNow's Digital Workt1ows platform to simplify IT, reduce cost and increase automation to drive a successful digital transformation journey. These integrations can modernize how state and local governments accelerate digital transformation for their asset management and CMDB implementation.

With Tanium Asset Integration for ServiceNow, agencies gain the insights they need to prioritize decisions about managing their devices and systems efficiently, reduce costs and lower the risk of an attack. Agencies can optimize software, hardware and cloud costs while reducing risk with real time asset visibility, and obtain a complete, accurate and up-to-date view of their asset inventory in ServiceNow CMDB.

Visibility and control with an integrated solution

The first foundational step of high-functioning IT operations and security teams is visibility. If you don't have a view of the assets (hardware and software) in your environment, how can you secure it? The ServiceNow and Tanium integration pushes real-time asset data directly from the endpoint into ServiceNow to give agencies the control they need, including vulnerability data for each asset – helping them make more informed decisions, and work more effectively.

ServiceNow customers with Tanium Asset Integration can:

- Aggregate real-time, live asset data with the most recent data from offline assets.

- Automatically map 100% of Hardware Asset Management and Software Asset Management data to the appropriate object structure in ServiceNow.

- Easily define attribute mappings and schedule asset data syncs from Tanium into ServiceNow.

With their process driven framework, Tanium is one of the few companies that provides the ability to not only look at the data but also allow users to define processes with access to real time data within ServiceNow.

Tanium goes beyond asset management by using asset-centric data to drive security and risk outcomes through the ServiceNow platform. Learn more at: www.tanium.com/partners/servicenow/spotlight.