Solution Brief

Cyber Observer and ServiceNow CMDB Integration
Unified continuous cybersecurity management and awareness

Challenge

Today’s challenging cybersecurity landscape offers an over-abundance of cybersecurity tools. As the number of breaches proliferates, so have the solutions and technologies designed to stop them. The state of cybersecurity is not getting easier to manage, despite enterprises and organizations worldwide spending more money than ever on new technologies and solutions.

Designed for CISOs and senior InfoSec managers (such as CIOs, C-level managers, risk officers, SOC managers and IT Infrastructure personnel), Cyber Observer empowers leadership with a unified dashboard of their entire cybersecurity ecosystem. Cyber Observer can be fully deployed within an enterprise in a few hours, enabling easy identification of weaknesses, reduction of mean-time-to-detect (MTTD), prevention of breaches, and advancement of your organization’s cybersecurity posture and maturity.

Solution

Cyber Observer’s partnership with ServiceNow enables CISOs to better manage their cybersecurity eco-system. Cyber Observer alerts on ServiceNow key aspects and issues, such as configuration, incident and investigation management, password policies, user and role administration and more. This joint effort helps enterprises manage their cybersecurity environment and continuously monitor their cyber security eco-system posture.
The integration between Cyber Observer and ServiceNow CMDB offers CxOs powerful and effective resilience visibility along with compliance validation and controls, to secure and monitor ServiceNow Configuration Management Database (CMDB) in an unprecedented manner.

Cyber Observer deploys in the corporate network automatically, in a matter of a few hours, predefined with security domains and CSC measurements to deliver cybersecurity ecosystem views:

• First, it provides organizations with the best indicators of the cybersecurity tools that may be misconfigured, malfunctioning, or lacking and should be added to provide complete cybersecurity protection.

• It then reveals the security gaps that exist in each security domain and delivers continuous proactive recommendations to close these gaps.

• Finally, Cyber Observer’s machine learning analytics engine continuously calculates online measurements that represent normal behavior, and then alerts when a deviation from normal behavior is detected.

Fast and Secure Deployment

The Cyber Observer connector for ServiceNow Configuration Management Database (CMDB) receives security and configuration data from the ServiceNow server via a secure REST API.
Key Features & Benefits of This Integration

- **Cyber Hygiene Analysis and Reporting for Managers:** Alerts and reporting regarding ServiceNow Configuration Management Database (CMDB) current configuration implementation status based on the vendor's and security standards best-practices, including security configuration issues, incidents and investigations management, admins and roles administration and more.

- **Reduced Incident Analysis Time:** Cyber Observer provides continuous alerts on deviation from normal behavior in terms of ServiceNow Configuration Management Database (CMDB) implementation and effectiveness as well as continuous monitoring of relevant security issues in near real-time.

- **Continuous Incident Response:** Provides the CISO and other relevant managers in the organization, as well as the ServiceNow Configuration Management Database (CMDB) technical owners with continuous mitigation recommendation and steps to improve, for securing and monitoring ServiceNow Configuration Management Database (CMDB) implementation, effectiveness, maturity and resilience from a management perspective in an unprecedented manner.

- **Customizable Views and Reports:** Cyber Observer is highly customizable – all views and reports could be modified to the organization's needs and structure. The integration between Cyber Observer and ServiceNow Configuration Management Database (CMDB) offers CxOs a powerful effectiveness and resilience visibility, as well as compliance validation and controls.

### Key Use Cases

1. **Detailed information regarding incidents and CMDB hierarchy**
   - Scorecard score
   - Number of Incident Generators
   - Overall Health score is less than X
   - Completeness score is less than X
   - Compliance score is less than X
   - Correctness score is less than X
   - Number of Change Generators

2. **Detailed information regarding CI Relationships**
   - CI Relationship Health Scorecard score is less than X
   - Number of CI Relationships not compliant with all relationship rules
   - Number of CI Relationships not compliant with containment
   - Number of CI Relationships not compliant with Hosting Rules
   - Number of Stale CI Relationships

3. **Detailed information regarding CI’s issues**
   - Number of CI’s with missing attributes (Completeness)
   - Number of CI’s with Audit Failures (Compliance)
   - Number of Duplicate CI’s (Correctness)
   - Number of Orphan CI’s (Correctness)
   - Number of Stale CI’s (Correctness)

### About ServiceNow

**ServiceNow** (Nasdaq: NOW) is a cloud-based SaaS (Software-as-a-Service) platform that automates organizational processes and delivers a consistent, consumer-like experience. It is a comprehensive development environment in which you can build, test and implement applications that provide automated workflows for challenges such as case management, operations management and services management.

### About Cyber Observer

**Cyber Observer** is the premier critical controls monitoring (CCM) solution that simplifies the way cybersecurity tools are monitored and managed. Cyber Observer integrates hundreds of popular cybersecurity tools into a single intuitive interface that enables security and risk management executives to continuously monitor their security tools and improve their cybersecurity posture in alignment with cybersecurity, business, and regulatory frameworks. Learn more at [cyber-observer.com](http://cyber-observer.com).