

Solution Brief

Cyber Observer and ServiceNow ITSM 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**.

KEY FEATURES

Identifies IT and Infrastructure tools issues that affect cybersecurity posture due to misconfigurations or malfunctioning

Finds security gaps and provides detailed alerts and mitigation recommendations

Builds an ongoing security program to ensure alignment with new threats

Uses continuous analytics to send alerts when there are deviations from normal behavior

Automatic reporting

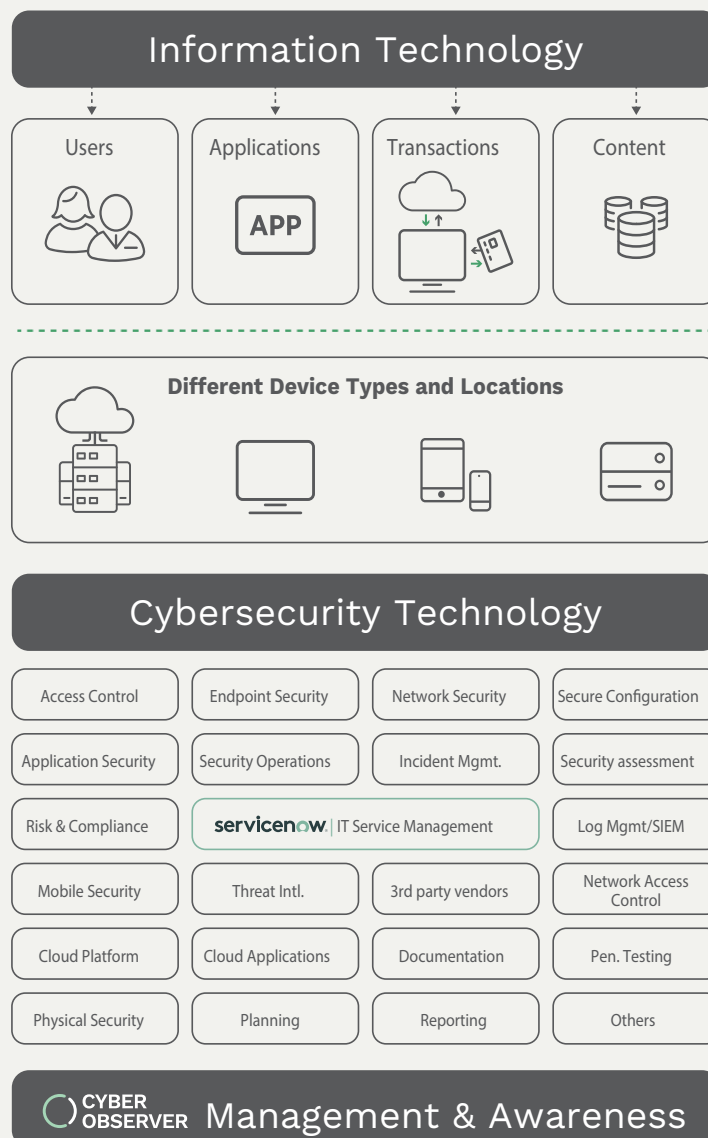
The integration between Cyber Observer and ServiceNow ITSM offers CxOs powerful and effective **resilience visibility** along with **compliance validation** and **controls**, to secure and monitor ServiceNow IT Service Management (ITSM) in an unprecedented manner.

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 IT Service Management (ITSM) 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 IT Service Management (ITSM) 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 IT Service Management (ITSM) 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 IT Service Management (ITSM) technical owners with continuous mitigation recommendation and steps to improve, for securing and monitoring ServiceNow 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 IT Service Management (ITSM) offers CxOs a powerful effectiveness and resilience visibility, as well as compliance validation and controls.

Key Use Cases

1 Detailed information regarding high severity Incidents

- Number of open high severity incidents including their priorities
- Number of open Incidents that were not assigned to any user/ group
- Number of open Incidents in different states statuses
- Number of Overdue Incidents
- Number of open Incidents older than X hours/ days
- Number of open Incidents without description

2 Detailed information regarding Problems

- Number of open Problems including their priorities
- Number of open Problems that are assigned to specific user/ group
- Number of open Problems without description
- Number of open Problems not updated for X hours/ days
- Number of Problems that were deleted in the last X hours/ days
- Number of Overdue Problems

3 Detailed information regarding account management and authentication

- Multifactor Authentication disabled globally
- Number of users with Multifactor Authentication disabled
- Number of Impersonations
- Number of Admin Users Added
- Number of locked out users
- Number of Security Elevations
- Number of change password requests
- EKS clusters without control plane logs enabled
- EKS clusters endpoints publicly accessible

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.

