ServiceNow SecOps Diagnostics and Quick Starts
Delivered by Edgile

The modern Security Operations challenge

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Elite

All too often, IT security programs are hampered by siloed teams, manual processes and disconnected tools and datasets. As cyber threats become more advanced, Security Operations (SecOps) programs must transition to proactive, automated and integrated solutions.

Topic	Manual and Siloed Legacy Approach	Automated NOW SecOps Approach
Security Platform	**Disparate tools** used within IT and Security with limited cross-visibility	**Harmonized platform** with SIEM, vulnerability scanning, and threat intelligence tools integrated
Prioritization	**Vulnerabilities incorrectly prioritized** due to subjective manual analysis without visibility to broader environmental context	**Consistent, automated prioritization** leveraging real-time threat intelligence and actual asset data
Consistent Incident Response	**Incident playbooks in siloed repositories**; must determine relevant playbook based on incident type	**Relevant playbooks automated via response tasks** based on incident type
Time to Remediate	**Manual handoffs** via email increase time to remediation and reduce visibility to current status of vulnerability and incident response	**Digital workflows** seamlessly transition vulnerability and incident response tasks between teams with real-time status
Reporting	**Manual report development** for individual audiences with data that is state by delivery	**Audience-specific dashboards updated in real-time** and available on-demand
Risk Visibility	**Risk and compliance teams lack visibility**; requests for information become operational overhead	Risk and compliance teams have **direct visibility** to real-time data

The Edgile NOW solutions

Leveraging the built-in SecOps capabilities in ServiceNow, Edgile's diagnostics engagements and Quick Start implementation packages use a "reporting first" approach. We help you demonstrate to management and risk, compliance and audit stakeholders that your SecOps capabilities are effectively meeting objectives and actively reducing risk. We make sure you can demonstrate the value of these programs from day one.

This means you spend less time responding to assurance teams, and more time actually mitigating the security risks facing your organization.

Edgile's SecOps Maturity Assessment Engagements

SecOps technology deployments require clear governance, procedures and assurance capabilities. Our engagements start with a one to two day **Rapid Maturity Assessment** highlighting current state maturity and includes a roadmap of key activities to get your target maturity.

				Current State
Overall Program Maturity	◐	◐	○	• Security and IT maintaining separate but defined service models • Opportunities to improve maturity with unified SecOps approach
Service Enablement Layer	VR	SIR	TI	Current State
Governance	⬤	⬤	○	• SecOps charter in place defining key VR and SIR services • TI service line addition to Charter in progress
Roles & Responsibilities	◐	◐	○	• Separate roles and responsibilites defined for IT and Security, handoff points not well defined • Opportunity to unify into holistic SecOps roles and responsibilites
Process & Procedure	◐	◐	◕	• Separate incident playbooks documented within IT and Security • TI process not yet defined
Reporting, SLA & Metrics	◔	◐	◕	• SIR and VR metrics manually prepared and reported • SIR and VR service level agreements (SLA) not consistently tracked
Technology	◐	◑	◐	• IT and Security tools disconnected; no shared data repository • Heavy customization limiting upgrade support
Training & Awareness	⬤	⬤	◔	• IT and Security teams fully trained on existing processes • Training materials not yet developed as TI process to be determined
Assurance	◔	◐	○	• Compliance teams lack visibility to SIR and VR KPIs/KRIs • Recent audit findings due to inconsistent SLA measurement

KEY   ○ Under Development   ◔ Operational with Significant Gaps   ◐ Operational with Gaps   ◑ Operational with Minor Gaps   ⬤ At Target State

Edgile's ServiceNow Quick Starts

Vulnerability Response (VR)	Security Incident Response (SIR)	Threat Intelligence (TI) modules

We offer ServiceNow **Quick Start** implementation packages. These cost-effective engagements are designed to get your organization to a baseline level of SecOps maturity on the NOW platform by:

- **Delivering a fully configured VR, TI, and/or SIR module** with supporting integrations to your scanning, threat intelligence, and/or SIEM tools as appropriate;
- **Providing intelligent, pre-defined reports and KPI's** which address management's challenging questions as well as provides context on day-to-day operational concerns;
- **Including documented Requirements and Test Plans** to demonstrate that the solutions are fit for purpose;
- **Avoiding complex customizations** that compromise your upgrade path and require costly retrofits to support future enhancements.

Connect with Edgile to get started

Edgile's risk and security experts are ready to help you achieve your SecOps objectives through the power of the NOW platform. Get your complimentary Maturity Assessment and schedule a ServiceNow SecOps demo.

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About Edgile: We Secure the Modern EnterpriseSM
Edgile is the trusted cyber risk and regulatory compliance partner to the world's leading organizations, providing consulting, managed services and harmonized regulatory content. With deep expertise in IAM, GRC and cybersecurity, our strategy-first model optimizes cloud and on-premises programs. By transforming risk into opportunity, we secure the modern enterprise by implementing solutions that increase business agility and create a competitive advantage for our clients.