knowledge17

WORK at LIGHTSPEED™

# Vulnerability Management in a Day

ALASDAIR MACLEOD
*Solution Manager*
The Church of Jesus Christ of Latter-day Saints

RYAN GIBBONS
*Information Security Manager*
The Church of Jesus Christ of Latter-day Saints

© 2017 ServiceNow All Rights Reserved

servicenow

# Agenda

- Who we are
- Why we decided to deploy vulnerability management
- Deployment process
- Outcomes


© 2017 ServiceNow All Rights Reserved

# Speaker Introduction



**NAME:** Alasdair Macleod

**TITLE:** Solution Manager

**FUNCTION:** Management

**COMPANY:** The Church of Jesus Christ of Latter-day Saints

**EXPERIENCE:** 18 years in IT, majority in Operations and support functions

**EXPERTISE:** Service desks, NOCs, Monitoring and workflow systems

**ACHIEVEMENTS:** 2 Global ServiceNow deployments of >1,000 fulfillers each

**CURRENT PROJECTS:** Monitoring engineering and integration with SN, Support GRC deployment, HR Deployment



© 2017 ServiceNow All Rights Reserved

# Speaker Introduction



**NAME:** Ryan Gibbons

**TITLE:** Information Security Manager

**FUNCTION:** Information Security

**COMPANY:** The Church of Jesus Christ of Latter-day Saints

**EXPERIENCE:** 10+ years in Information Security, 6 years as a developer, 3 years as a network/firewall specialist

**EXPERTISE:** Enterprise Security strategy, Security Operations, firewalls, compliance, process improvement

**ACHIEVEMENTS:** Help the organization accomplish its mission in a safe, disciplined, and people-centric way

**CURRENT PROJECTS:** Designing workflow and automation to support an enterprise implementation of the Critical Security Controls



© 2017 ServiceNow All Rights Reserved

# Our Organization

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

**NAME:** The Church of Jesus Christ of Latter-day Saints

**INDUSTRY:** Religious Non-Profit

**MARKET FOCUS:** Helping people achieve their eternal potential

**LDS CHURCH:** 15.5 million members in 30,000 congregations worldwide; 150 Temples; 4 Universities and colleges; 4,900 Family History Centers in 153 countries

**STRUCTURE OF THE WORK:** Welfare – Program that supplies food, clothes, and care to people in need, regardless of their religion; Publishing Services – Web, print, video, satellite broadcast; Missionary – 74,000 missionaries; Facilities – More than 20,000 buildings

*Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow*



© 2017 ServiceNow All Rights Reserved

# ServiceNow Stats

THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

**NAME:** The Church of Jesus Christ of Latter-day Saints

**INDUSTRY:** Religious Non-Profit

**MARKET FOCUS:** Helping people achieve their eternal potential

**CMB AND ASSETS:** 13,500 Server records; 6,100 Servers being discovered; 60,000 workstations; 26,200 Network devices; 27,800 Satellite receivers

**PROCESS AND USERS:** 1,100 ITIL fulfillers, 20,000 Self Service; 46,000 tickets per month; HR Services module (Provisioning and onboarding); Call Center custom app + other small apps; Security Operations Module

*Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow*



© 2017 ServiceNow All Rights Reserved

# Session Overview



## Objectives

- Summary of our deployment of vulnerability management
- What to think about for your deployment

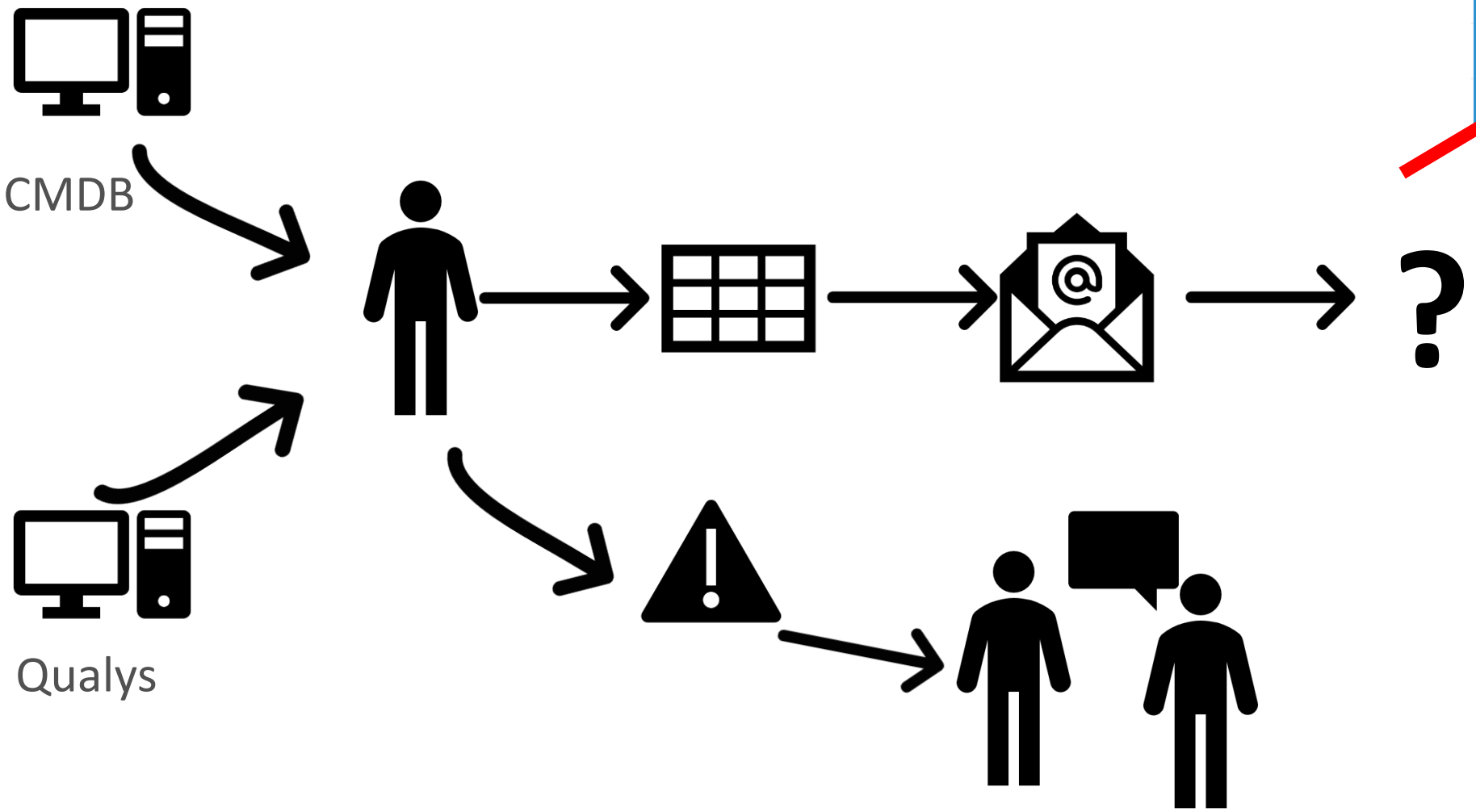


## What You Will Learn

- Previous state of the process
- Decision to deploy and anticipated benefits
- Deployment process
- Realized benefits
- What were the enablers of success to think about
- How can you repeat this in your organization?


© 2017 ServiceNow All Rights Reserved

# Existing Process







© 2017 ServiceNow All Rights Reserved

# Existing Process

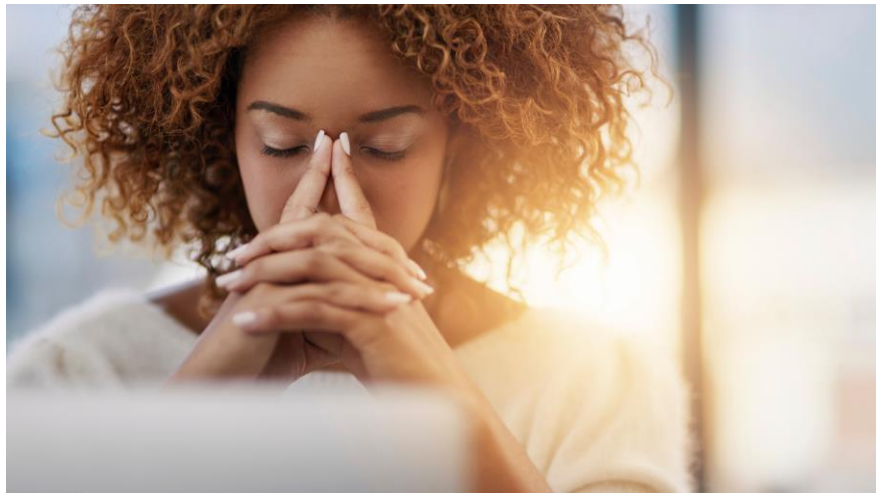
Manually intensive ✗

Tough to get data in or out of the old tools/processes ✗

Little reporting or wider visibility ✗

Depended heavily on email and spreadsheets ✗

Recipe for **FRUSTRATION**





© 2017 ServiceNow All Rights Reserved

# Why Consider ServiceNow?

## ORGANIZATIONAL INITIATIVES

- Reduce effort through automation ✓
- Improve security and compliance ✓
- Measure and report on processes ✓
- Integrate more systems and processes into core tools ✓

## BUILD ON PREVIOUS SUCCESS

- Trusted Internal Brand ✓
- CMDB key source of data for process ✓
- Vendor innovation and velocity ✓
- Capable in-house support team and skills ✓


© 2017 ServiceNow All Rights Reserved

# Challenges and Goals

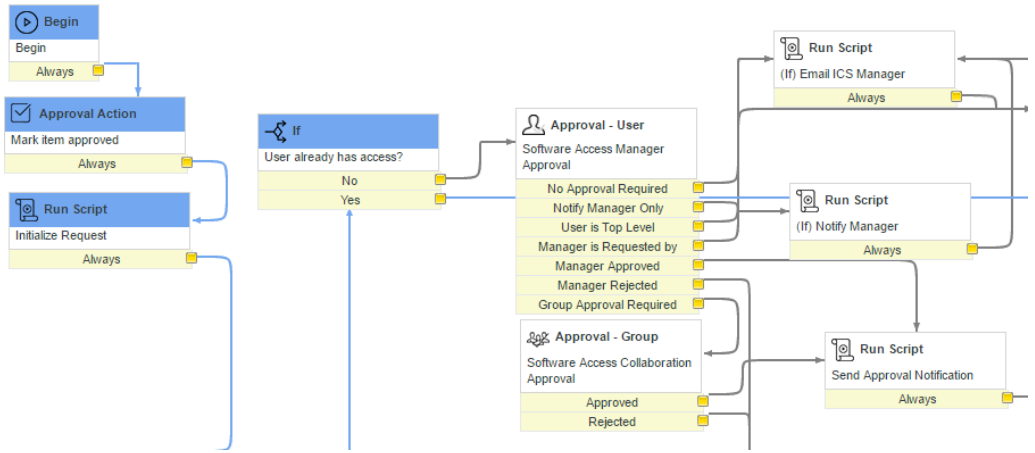
## CHALLENGES

- Security culture of isolation and control
- Security/Vulnerability data in a cloud system
- Business case for return on investment




## GOALS

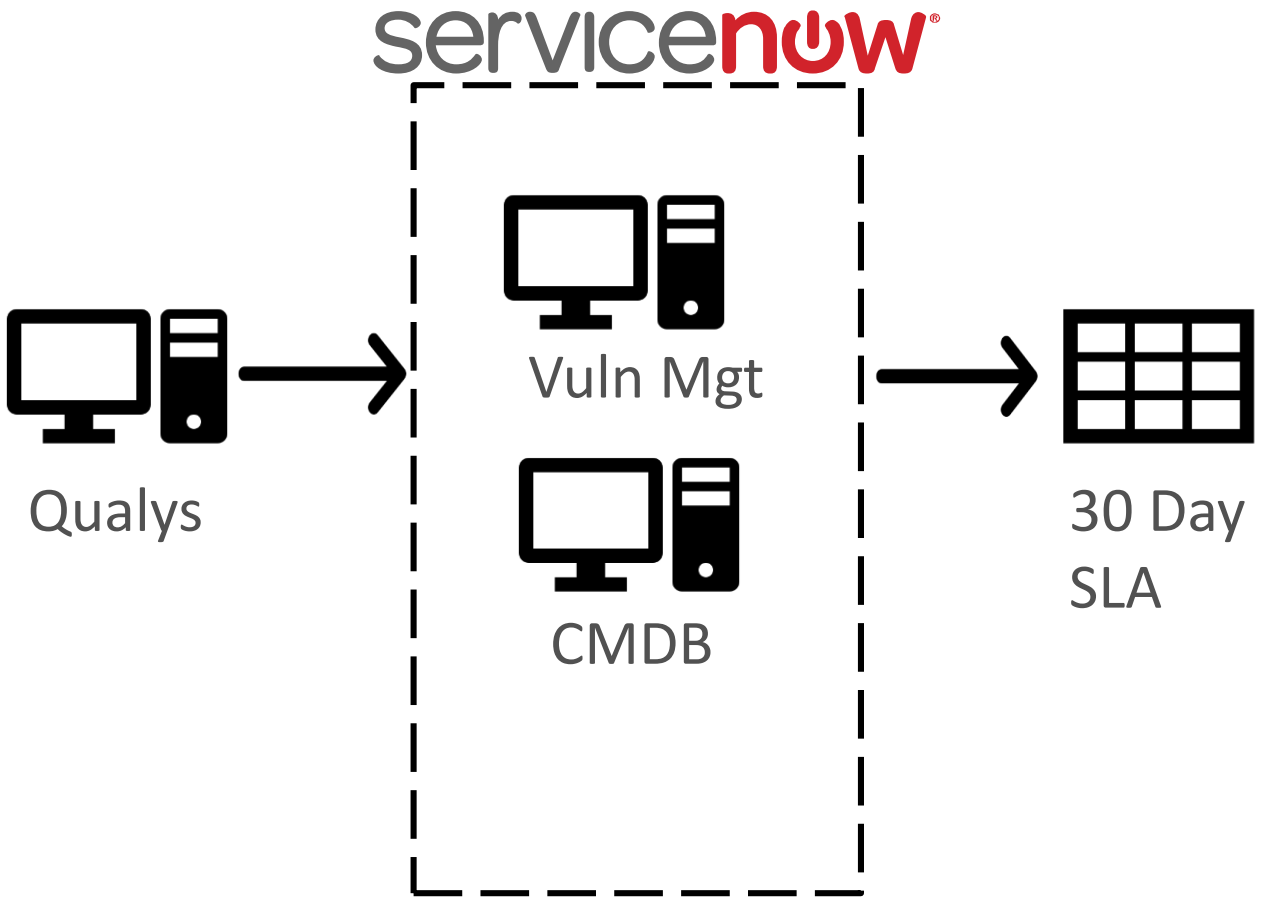
- 25% of an FTE reduction in process effort
- Automated creation, tracking and closure of vulnerabilities
- Assigning SLAs to remediation
- Reporting by Application/Service Offering
- Reporting by Organization

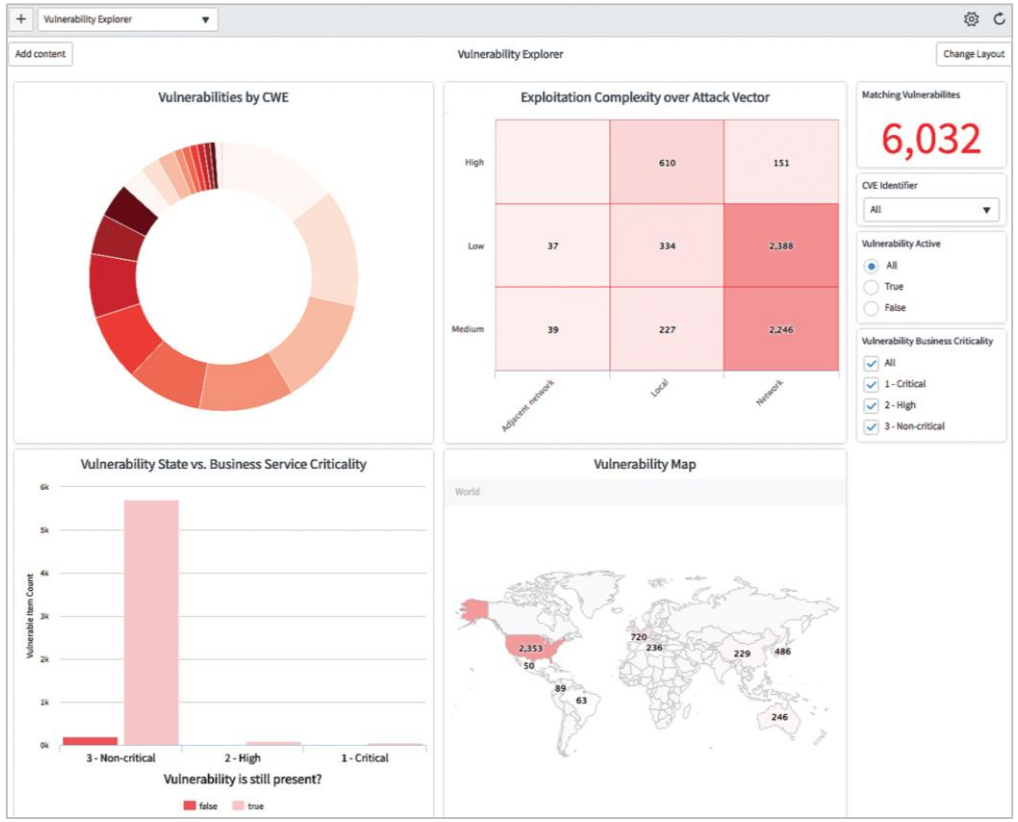




© 2017 ServiceNow All Rights Reserved

# Solution at a Glance

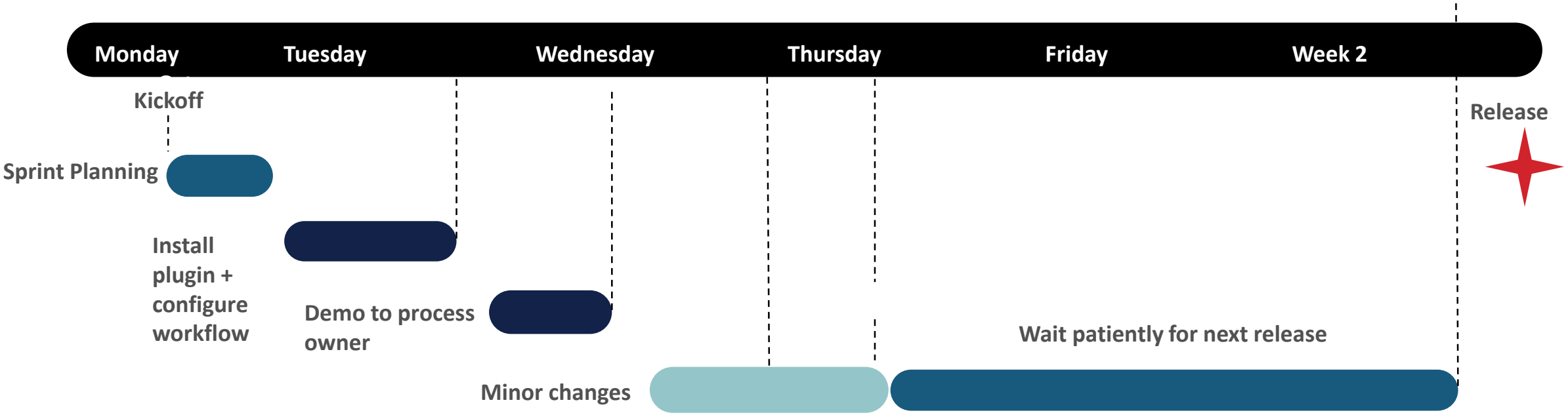




© 2017 ServiceNow All Rights Reserved

# Solution – Timeline

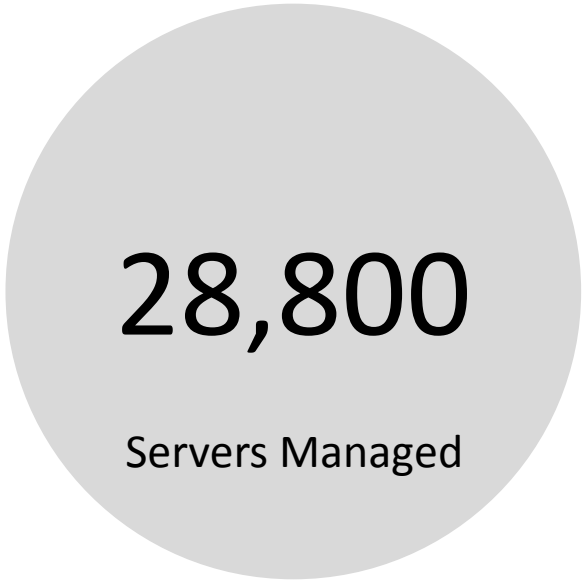



Total engineer time = 8 hours




© 2017 ServiceNow All Rights Reserved

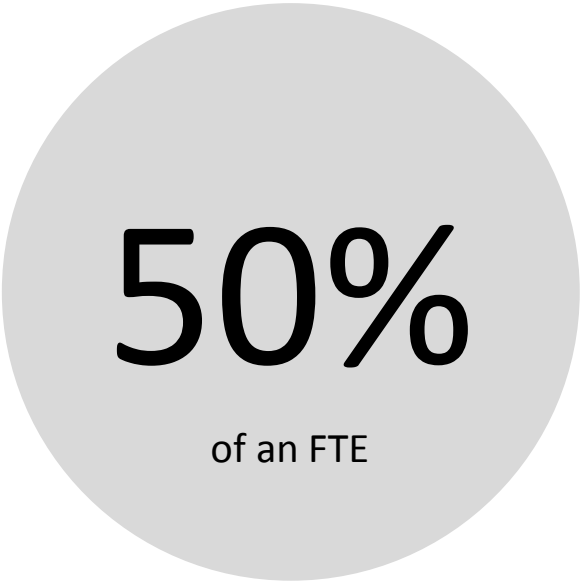
# Value Outcomes




Multiple Church affiliates




Total number of vulnerabilities managed to date




Manpower saving

One of the best outcomes was the ease of adoption, IT support teams were already used to getting their work in ServiceNow so adding one more task type was easier than adding a new tool.


© 2017 ServiceNow All Rights Reserved

# Experience for Customer

## Security Operations Manager





© 2017 ServiceNow All Rights Reserved

# Next/Subsequent steps

- 1 month later – Security Incident Management
- Scale vulnerability process to all datacenter zones without increasing headcount
- Rogue/unmanaged device detection
- GRC for Security maturity model took two weeks


© 2017 ServiceNow All Rights Reserved

# Enablers of success

- Standing on shoulders of previous work
  - Clean, well structured CMDB with good data
  - All support teams already receiving work in SN
- Apply the same success factors as with other parts of platform
  - Trusted data reconciled between sources
  - Simple supportable process
- Ramp up engineering skills
  - If your first engagement find a good partner


© 2017 ServiceNow All Rights Reserved

# Lessons Learned

1. Data, Data, Data
   - Structure – put data where the app expects it to be
   - Import and load with a plan
   - Meaning for data

2. Go with simple out of the box processes

3. Moderate process rather than adapt tool

4. Machines manage the repeatable process so people just have to manage exceptions


© 2017 ServiceNow All Rights Reserved

# Top Takeaways

1

A clean and well structured CMDB is key

2

Know what is right for people, know what is right for machines

3

Keep it simple and expected


© 2017 ServiceNow All Rights Reserved




*Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow*



© 2017 ServiceNow All Rights Reserved

# Thank You

Alasdair Macleod

Ryan Gibbons

#Know17

© 2017 ServiceNow All Rights Reserved

# Q & A

Alasdair Macleod

Ryan Gibbons

#Know17

© 2017 ServiceNow All Rights Reserved

# Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

# Thank You

**Alasdair Macleod**

*Solution Manager*

The Church of Jesus Christ of Latter-day Saints

**Ryan Gibbons**

*Information Security Manager*

The Church of Jesus Christ of Latter-day Saints



© 2017 ServiceNow All Rights Reserved