knowledge17

WORK at LIGHTSPEED

# Fear of the Cloud: Our Journey to a Secure Model

Brian Bush
*Math person*

Lisa Robinson
*Interference runner*

© 2017 ServiceNow All Rights Reserved

servicenow

# Brian Bush



**Title: Distinguished** Builder

**Function:** Knows it all

**Company:** Verizon delivers the promise of the digital world.

**Experience:** 19 years in technology

**Expertise:** Rubik's cubes

**Achievements:** Stuck with it

**Current Projects:** Buiding security in the ServiceNow platform

© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.

# Lisa Robinson



**Title: Interference Runner**

**Function: Remove Obstacles**

**Company:** Verizon delivers the promise of the digital world.

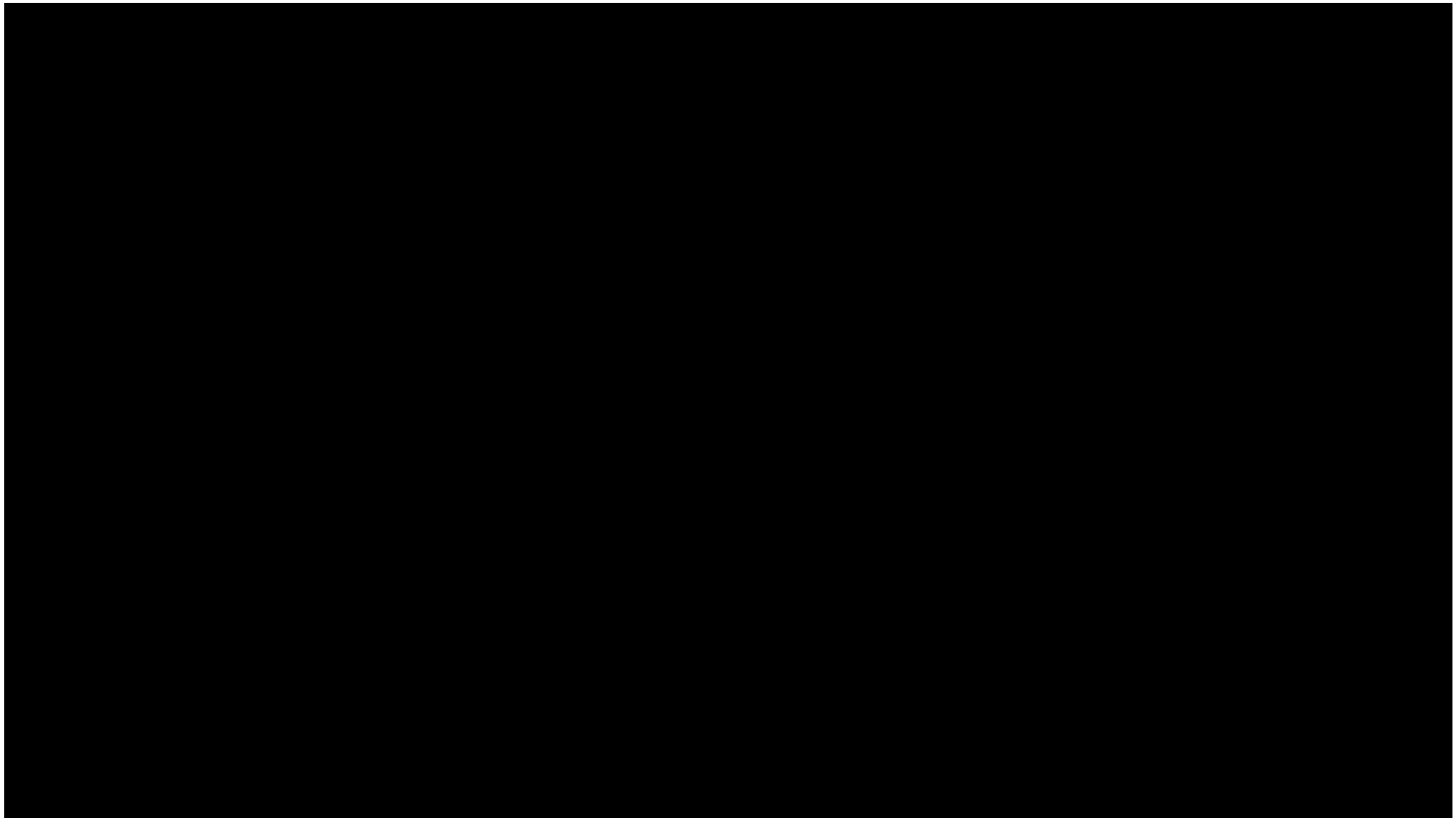
**Experience:** 15 years in technology

**Expertise:** Security; Application development and support

**Achievements:** Southerner surviving in the Northeast

**Current Projects:** Rolling out ITSM for Verizon

© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.



© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.



© 2017 ServiceNow All Rights Reserved

verizon

"We focus outward on the customer, not inward. We make it easy for customers to do business with us, by listening, anticipating and responding to their needs."

LTE covers 98% of U.S. population
114.2 M total retail connections
LTE Advanced covers 466 markets

Largest all-fiber Fios network
5.7 M Fios internet and 4.7 M Fios video connections 500 mbps upload and download speeds

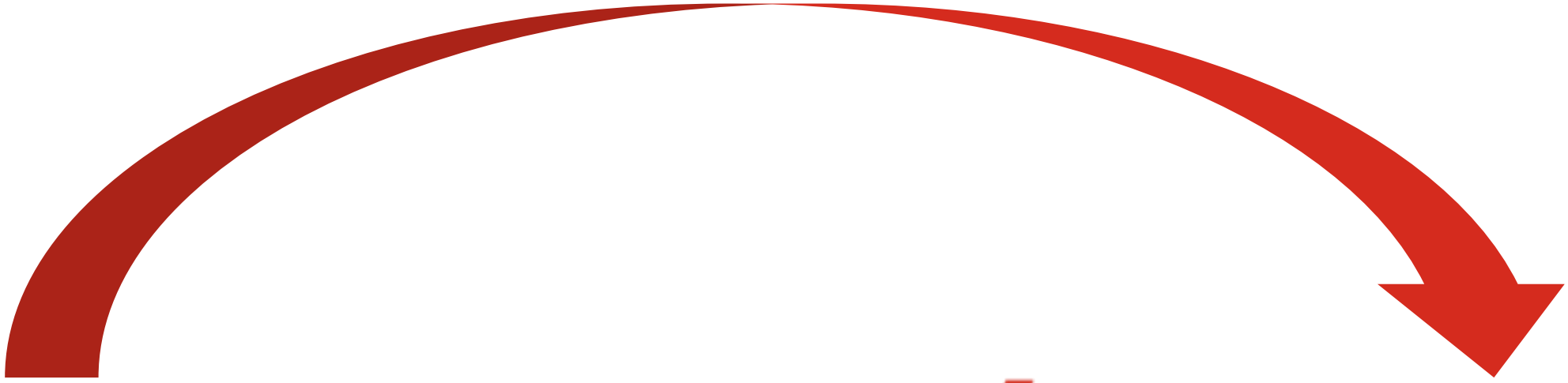
Global IP network
99% of Fortune 500 customers

Products and solutions
Innovating in entertainment, digital media, the Internet of Things and broadband service 160,900.

© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.



© 2017 ServiceNow All Rights Reserved



**Assumption**

**Reality check** ✓

**The Real Problem**



© 2017 ServiceNow All Rights Reserved

# Vision

**Simple and personalized employee experiences enabled by reliable and efficient enterprise services**




# Principles

Deliver a transformative experience

Accelerate time-to-value

**Self-Service** ↗

**Deliver a single mobile-enabled storefront**

**# Calls** ↘

**Enable transparent self-service and contextual self-help**

**MTTR** ↘

Assess impacts across services, applications and components

**# Outages** ↘

Prevent crisis through more accurate change reviews

**Productivity** ↗

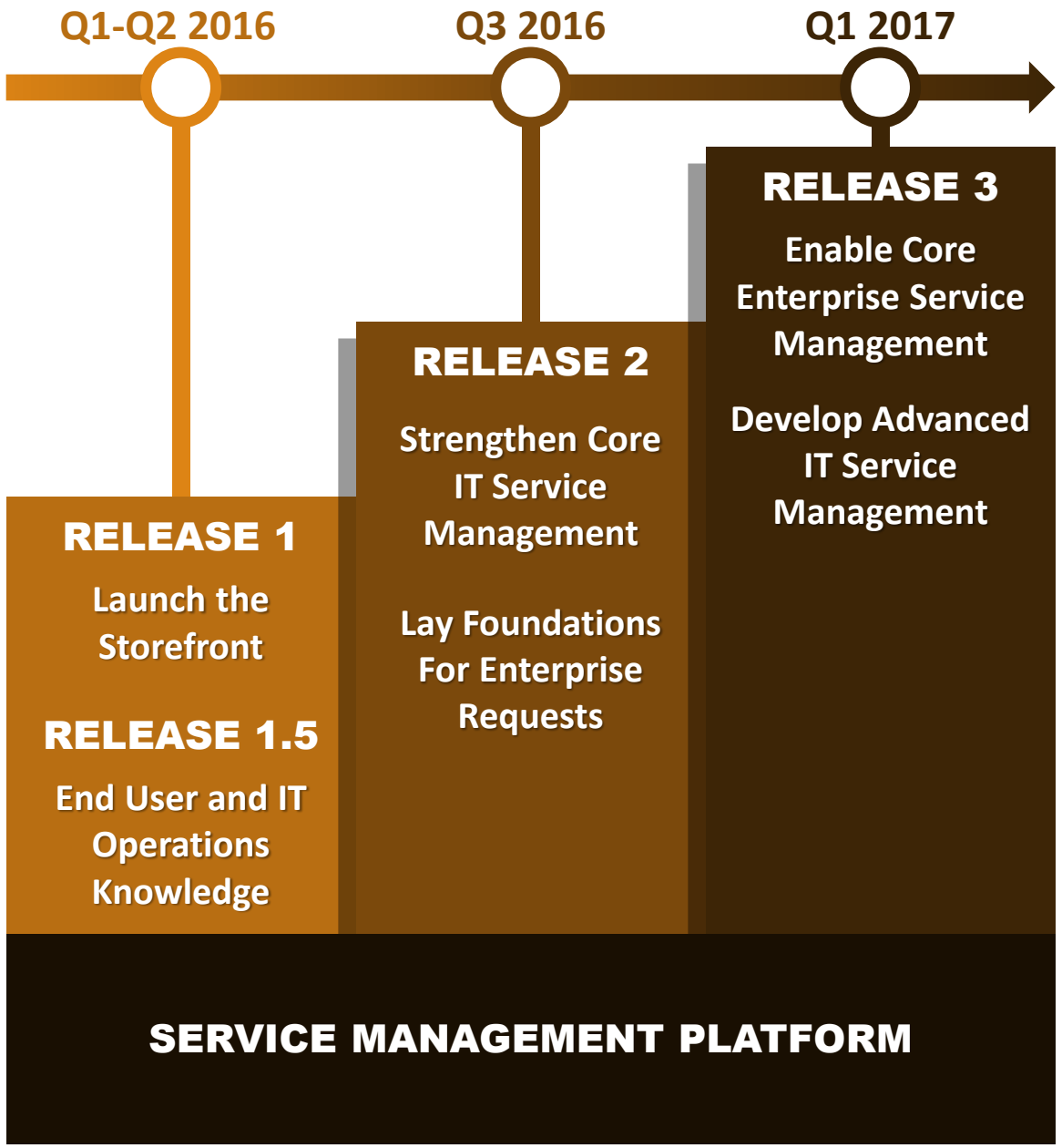
**Provide real-time reporting and end-to-end KPIs**

**Time-to-Market** ↘

**Reinforce bi-modal IT via agile delivery and automation**

# Starting Line

Releases of strongly coupled capabilities maximizing impact




© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.

## Security Engineering

- SOC 1, SOC 2, ISO 27001
- Deep understanding of platform controls
- Engineer security controls
- Continuous partnership with Service Now to implement additional controls

## Platform Standup

- Authoritative sources of record
- Identity Manager Integration
- Security Provisioning
- Enterprise Single Sign On

## Risk Assessment

- Review program functionality and usage
- Design requirements and controls for security controls per policy and data set to mitigate risk



## Data Classification

- Review data elements based on policy and risk assessments
- Review risks and concerns with Data Owner
- Suggest modification of data elements as needed

## Clearance Controls

- Review existing controls
- Implement additional controls as required
- Maintain controls based on additional data elements

## Miscellaneous

- Vendor Selection
- Employee training material
- Continuous engagement with new functionality



© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.

verizon

# Setbacks

1. Legal Concerns
2. Security Concerns
3. Resistance to Change


© 2017 ServiceNow All Rights Reserved

# Security Levers

| Implemented | Implemented | Opportunities |
|---|---|---|
| Dedicated Hardware * | Automated User Access Audits | Centralized Logs |
| Encryption at Rest * | SNC Access Control | Separation of Duties |
| HTTPS Only (TLS 1.2) | Data Obfuscation / Masking | Direct Hardware Access Alerting |
| White List of IP Subnets | Edge Encryption * | Database Access Alerting |
| SSO Authentication | Security Best Practices Audit Tool | Database Logs |
| Randomized Local Passwords | Penetration Testing * | |
| US-based Support * | | |


© 2017 ServiceNow All Rights Reserved

# Lessons Learned

1. Partner Early and Often with Legal and Security Teams
2. Authoritative agreement of controls and decision points: White Paper
3. Transparency on controls and process to Stakeholders
4. Partnership with ServiceNow

© 2017 Verizon. This document is the property of Verizon and may not be used, modified or further distributed without Verizon's written permission.



© 2017 ServiceNow All Rights Reserved

# Our Next Steps

1. Continue to advocate for a secure platform
2. Expand the scope of our service offerings
3. Gain a deeper understanding of this black box
4. Ramp up our user base


© 2017 ServiceNow All Rights Reserved

# Q & A

Brian Bush
*Solution Architect*
Verizon

Lisa Robinson
*Director*
Verizon



© 2017 ServiceNow All Rights Reserved