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WORK at LIGHTSPEED™

Web Application Security

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Agenda

- Application Security Partnership
- Penetration Test Request Workflow
- Tools and Resources
- Demo

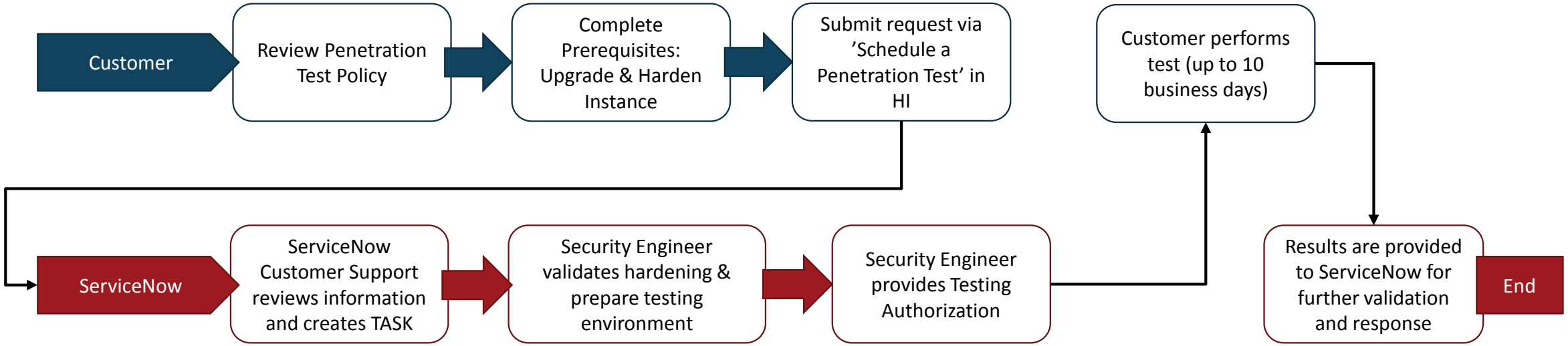
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Application Security Partnership

Customer Responsibility	ServiceNow Responsibility
➢ ServiceNow Instance Onboarding • Release family/version • Review security best practices • Security standards mapping • Data classification/role separation ➢ Application Penetration Testing • Review test policy and procedures • Evaluate security scanner (if applicable) • Understand and map Security risks and compliance • Submit the request for approval • Provide detailed results ➢ Resources • ServiceNow® Instance Security Dashboard • ServiceNow® Security Best Practices App • Instance Security Hardening Guide • Service Catalog on HI	**Pre Deployment** ➢ Application Security SDLC • Threat modeling & architecture review • Continuous static & dynamic security testing • Third party vendor security assessments ➢ Quarterly Patching Program • Continuous security delivery • Security release notes and timelines **Post Deployment** ➢ Security monitoring and alerting • Custom ServiceNow signatures for detection • Malicious activity triggers and notifications • Intrusion Detection Service ➢ Defense-in-Depth • BIGIP-F5 iRules • SELinux – JVM • IPTables

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Penetration Test Request Workflow



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Tools and Resources

- Penetration Testing Policy & Procedure - KB0538598
- Security Hardening Guide - KB0550654
- Security Best Practices Tool – Share
- Security Dashboard – Jakarta Release (Platform)
- Security Blog – Community
- Service Catalog on HI

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Demo

- Security Hardening Guide
- Security Best Practices Tool
- Security Dashboard on Jakarta Release
- Service Catalog on HI
  - Penetration Test Request

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Top Takeaways

1

ServiceNow securely builds, operates, and maintains the ServiceNow® platform and associated applications

2

Security is EVERYONE'S responsibility; ServiceNow partners with customers

3

Transparency and Support on Security related operations

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Q & A

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Thank You

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