knowledge17

WORK at LIGHTSPEED

BRP4305 - Panel: ServiceNow Security Best Practices

MODERATOR

Chris Peake – Global Director, Information Security
ServiceNow

PANELISTS

Yuval Cohen – VP CISO, ServiceNow
Lance Callaghan – Director, Security Engineering & TIGIR, ServiceNow
Carri Thompson – Director, Governance Risk and Compliance, ServiceNow
Brad Brown – Director, Identity and Access Management, ServiceNow
Matt White – Director, Security Architecture, ServiceNow

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Agenda



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Name: Yuval Cohen
Title: VP CISO
Company: ServiceNow

Name: Matt White
Title: Director, Security Architecture
Company: ServiceNow

Name: Lance Callaghan
Title: Director, Security Engineering & TIGIR
Company: ServiceNow

Name: Brad Brown
Title: Director, Identity and Access Management
Company: ServiceNow

Name: Carri Thompson
Title: Director, Governance Risk & Compliance
Company: ServiceNow

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A Little Background…

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Our Challenge…

- Over a dozen Corp Cloud services (not customer-facing)
- Operations in 27 countries
- 18 Global Data Centers
- Over 7,000 servers
- Around 50,000 instances
- 100-person Security team



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A Global Security Team



PRODUCT SECURITY

- Pre-release security
- Post-release security
- Operational AppSec
- Cloud Infrastructure Automation



GRC

- Certification
- Attestations
- Vendor Risk Mgmt
- Security Policy
- Customer Audits



TIGIR

- Incident Response
- Vulnerability Mgmt
- Threat Intelligence



SECURITY ENG.

- Security Tool Implementa-tion
- Web app security
- pentesting



IAM

- Certification/ Access Review
- Access Mgmt
- Role Based Access Control
- Privileged User Mgmt



FIELD SECURITY

- Customer Security Enablement
- Sales Security Enablement
- Partner Enablement
- Security Reqs

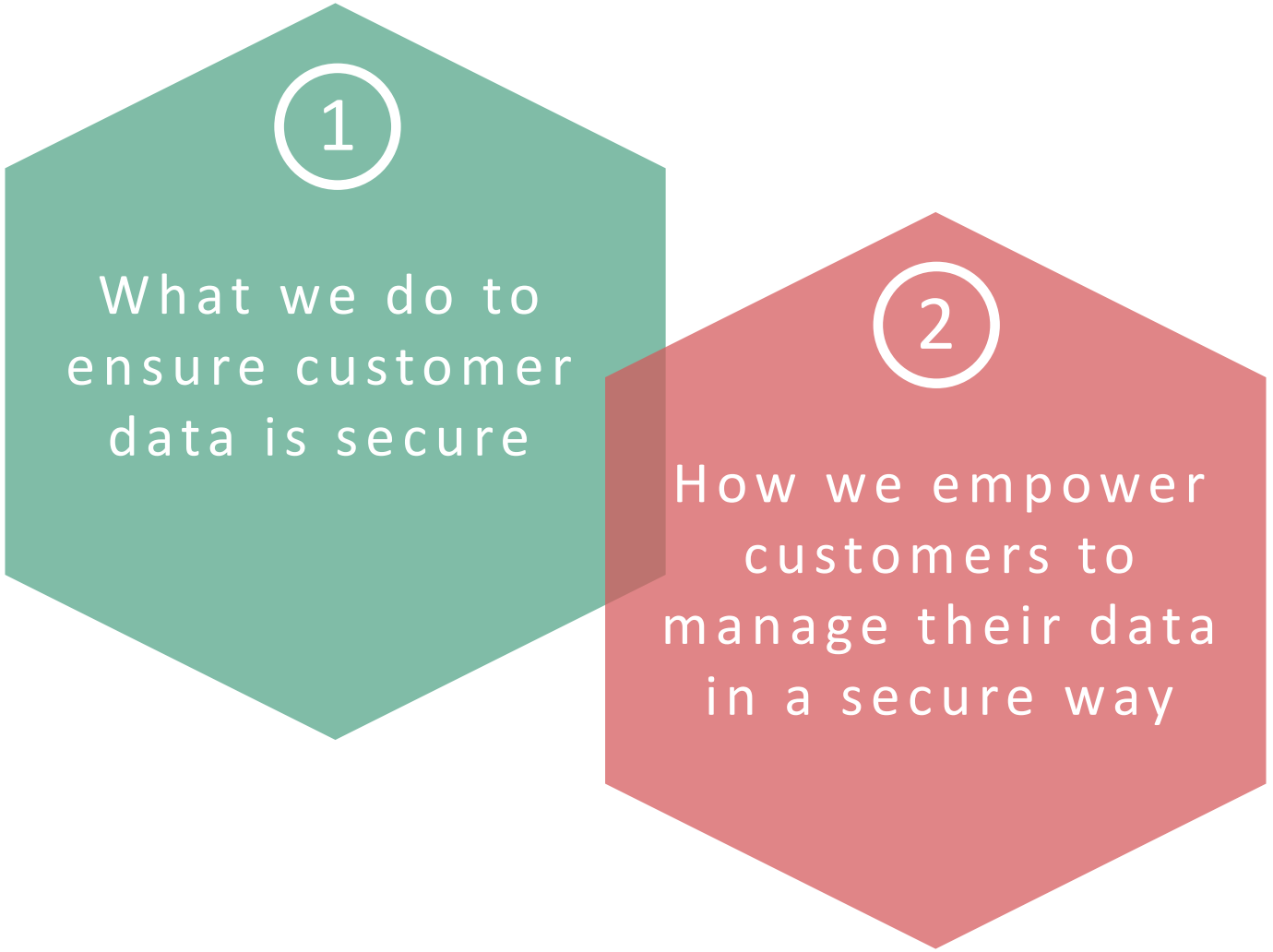


SECURITY ARCH.

- Security Proof of Concept
- Security Roadmap
- Architectural Reqs

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Two Sides of the Shared Security Model



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At ServiceNow, we believe in providing ~~superior~~ Kick-ass end-to-end security as part of our service.

We put security controls in the hands of our customers because we believe they know how to best protect their data, and we want to enable them to do so.

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Q & A

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Top Takeaways

1

ServiceNow's security is constantly evolving

2

Security is a partnership!

3

We're dedicated to empowering and enabling your security

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Thank You

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