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WORK at LIGHTSPEED™

Security in the Cloud

Challenges of Securing an Enterprise Among the Clouds

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… Step by Step to a Summit We Can't Yet See…



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Our Mountain…



- Over a dozen Corp Cloud services
- Operations in 27 countries
- 18 Global Data Centers
- Over 7,000 servers
- Around 50,000 instances
- 100-person Security team

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Challenges in Our Ascent…

Realizing our customers are part of the security equation

…And we're part of our customers' security equation too

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Achieving Security Maturity…



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Lots of Tools!



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…And Security Operations was Born!



Security Incident Response



Vulnerability Response



Threat Intelligence

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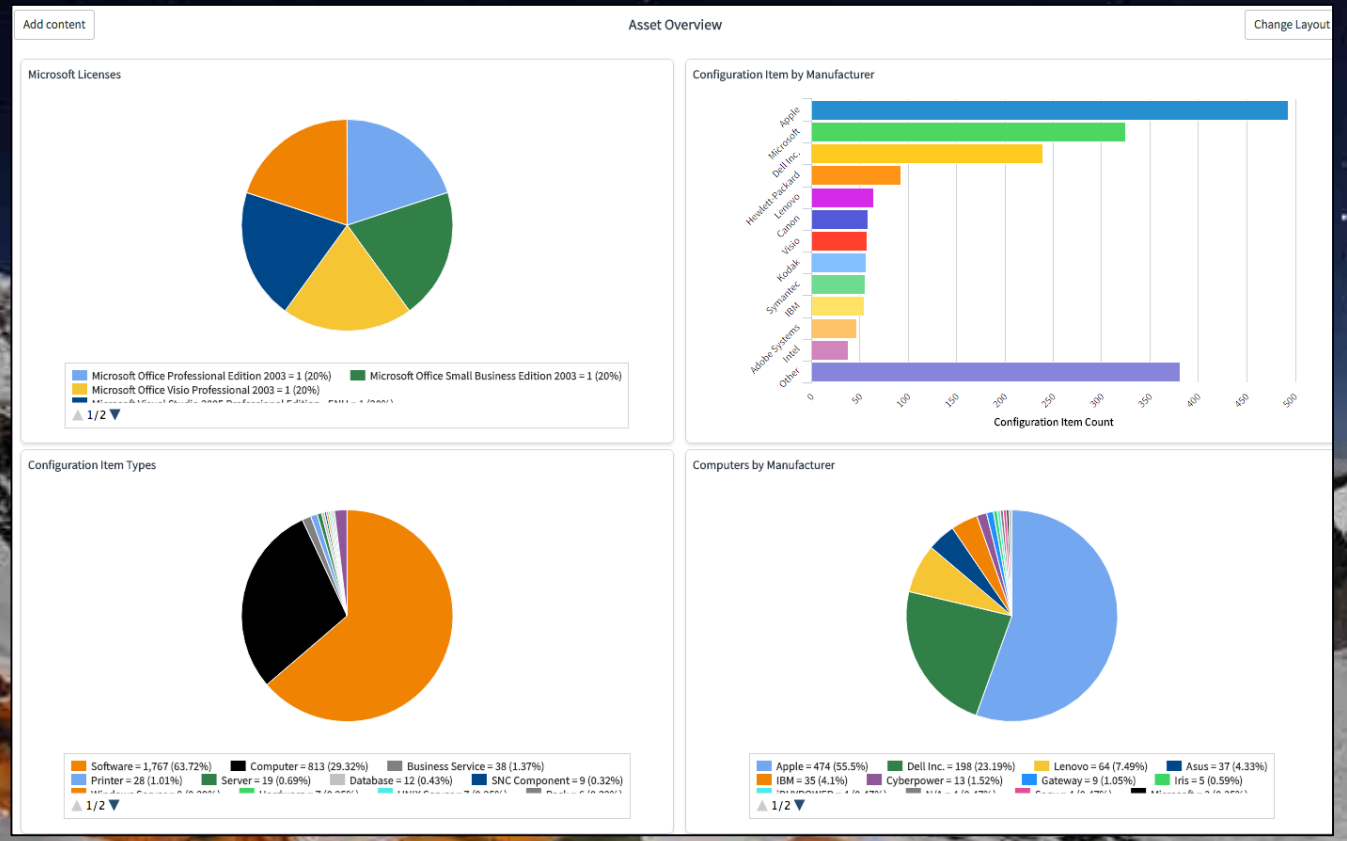
Now-on-Now: Security

Problem, Incident, and Change

Unassigned Problems

Number ▼	Short description
PRB0001030	Users redirected to copycat webpage
PRB0001025	SPAM
PRB0001024	Unauthorized Network scans
PRB0001022	Access Control on terminals
PRB0001021	USB with malware
PRB0001020	Buffer overflow Error
PRB0001019	Unauthorized Network scans
PRB0001017	Unauthorized Network scans
PRB0001016	XSS identified in application
PRB0001015	SYN scan
PRB0001014	OEM Java vulnerability
PRB0001013	email open relay
PRB0001012	Possible Spear phishing attack
PRB0001011	SPAM attack
PRB0001010	Whale phishing attack
PRB0001008	DNS attack: zone transfer

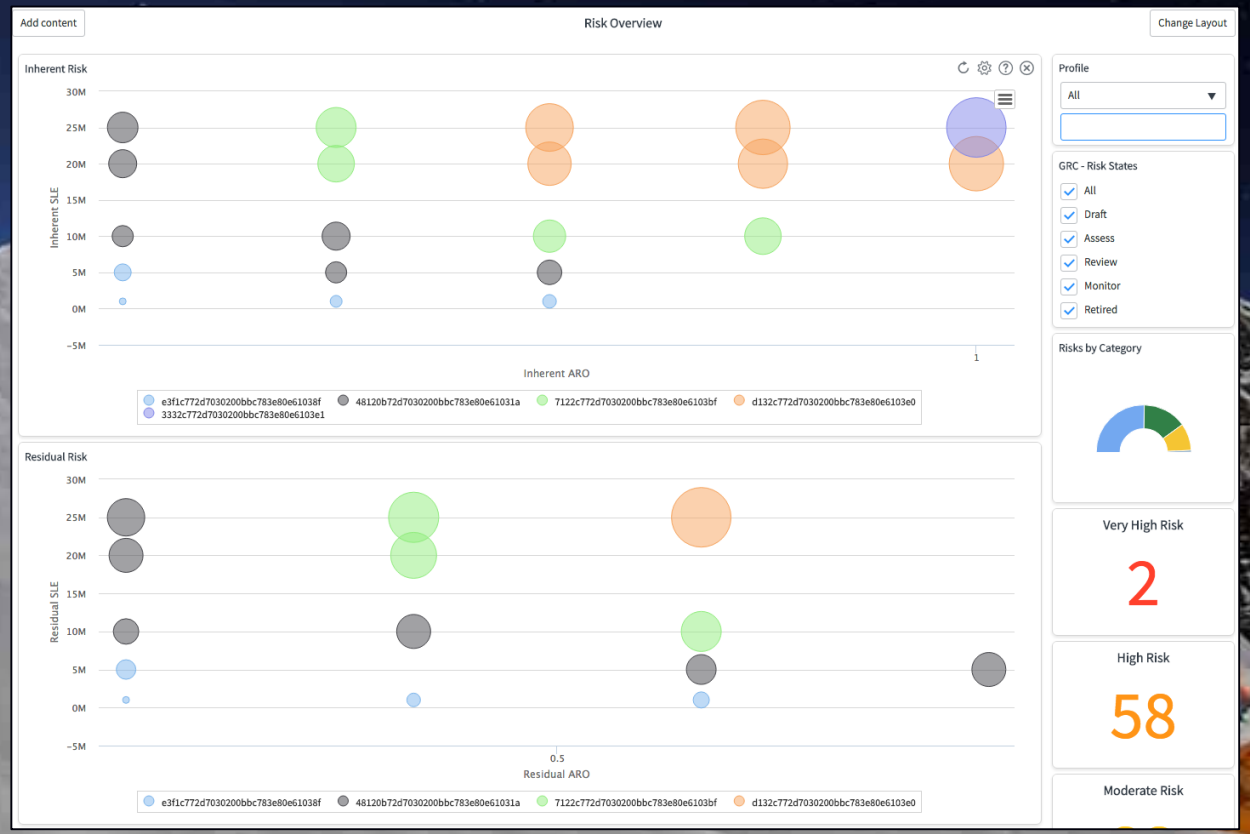
CMDB and Asset Management



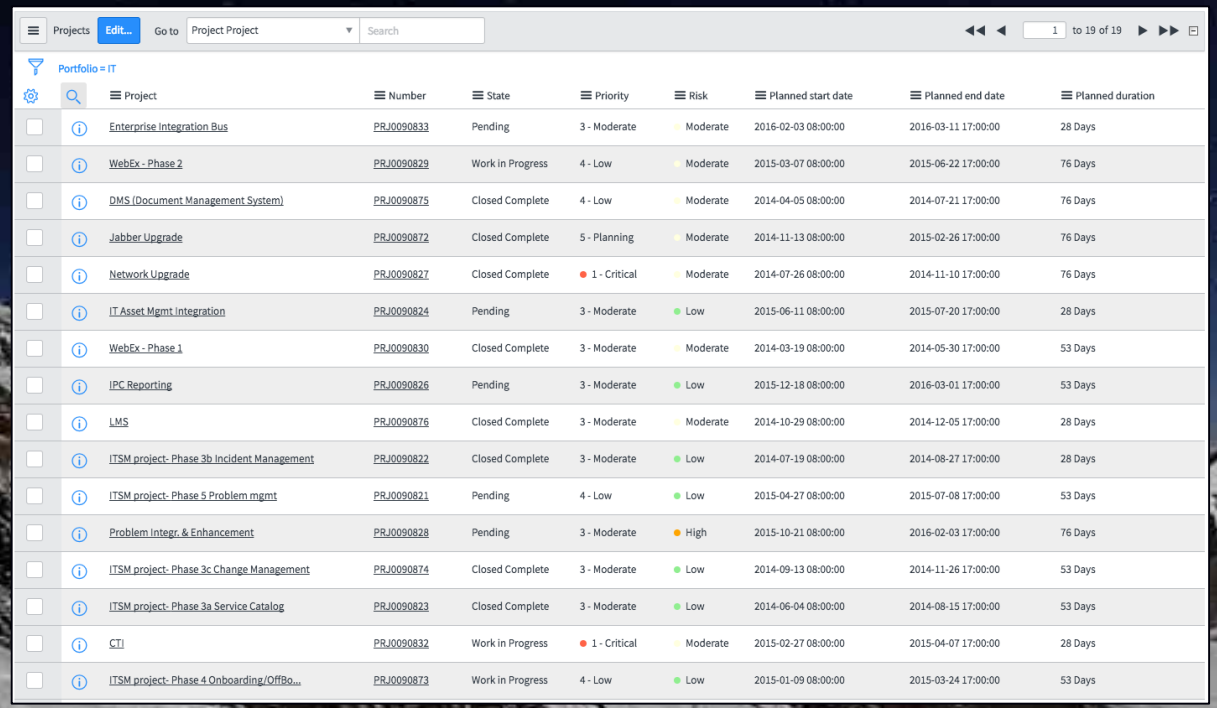
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Now-on-Now: Security

Risk, Audit, and Test

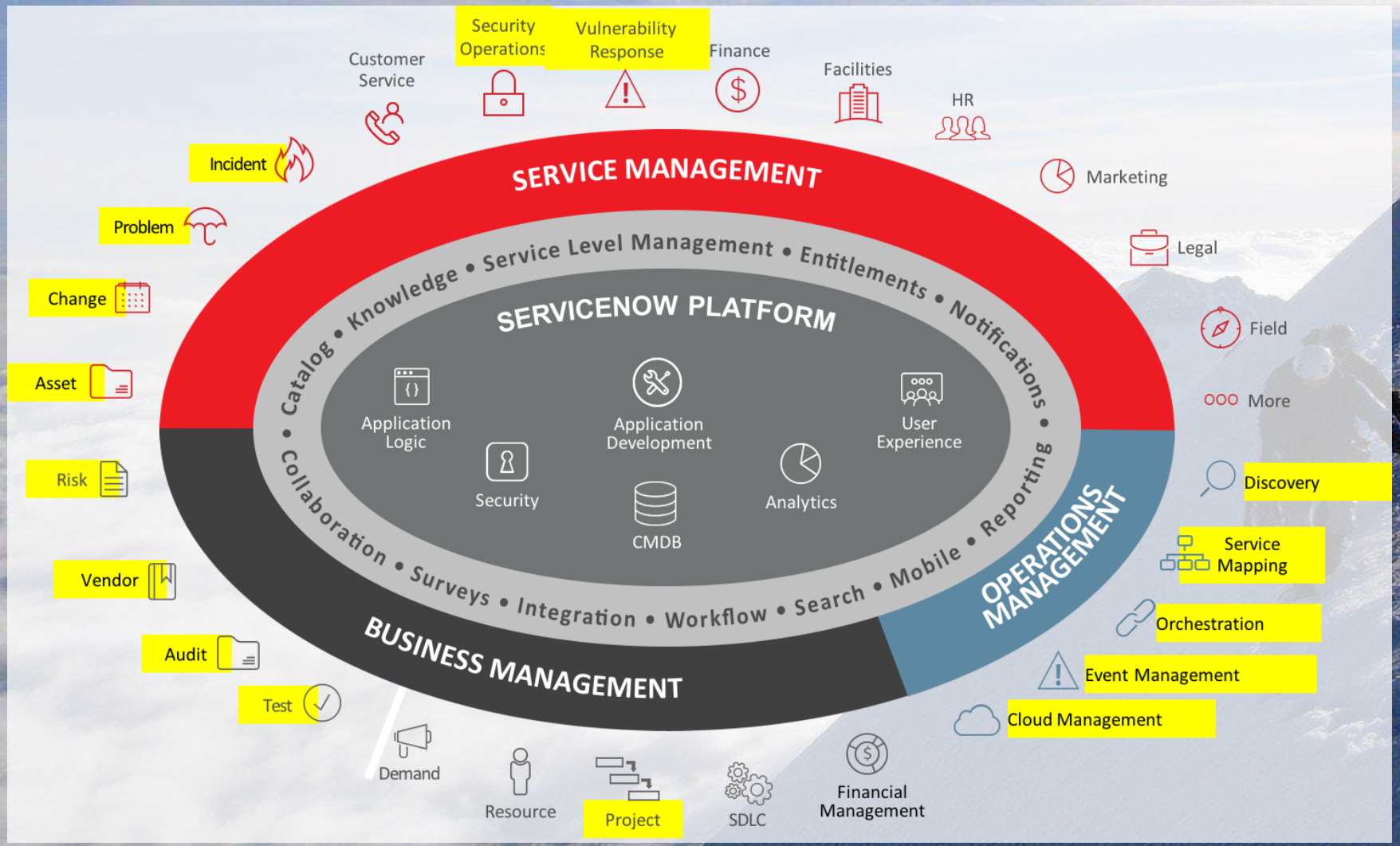


Security Project Management



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...Today We Truly Use ServiceNow to Run Security within ServiceNow



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Our Next Steps…

- Product/Platform Security
- IAM
- Incident Response
- Network Security
- Training and Security Awareness



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How We Plan to Help You on Your Ascent…



- Customer Security Enablement:
  - Security to Security coordination
  - Email Security
  - Security Dashboard
  - Instance hardening
  - Threat Intelligence
  - Security KB & Security Website
  - Security Track and CISO ExecConnect at Knowledge17!

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Thank You

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