

## Automated Security Incident Management Via ServiceNow

### The Next Step in Incident Management

ServiceNow provides industry-leading services to help enterprises create a single system of record for IT and to automate manual tasks. Many organizations rely on ServiceNow to track critical incidents and processes to ensure the business operates smoothly. However, many issues that affect organizations go unnoticed by IT until they have already impacted operations or compromised security. Once identified they can effectively be tracked and managed through ServiceNow, but often it is too late.



With StealthAUDIT's ability to constantly scan the enterprise IT environment and identify critical issues, incidents can automatically be created in ServiceNow and resolved before they become a bigger problem. The integration of the security auditing of StealthAUDIT and the workflows and incident management of ServiceNow enable organizations to achieve the next level of incident management.

### Primary Use Cases:

- **Account Lockouts** – When users become locked out of Active Directory, they are unable to log into their workstation. Typically by the time this is identified, an incident is created (which isn't easy without workstation access), and the account is unlocked hours have passed resulting in lost productivity. This is a leading time consumer for many help desk organizations.
- **Local Admin Changes** – Changes made to escalate a user's privileges often go unnoticed, and are a leading cause of data breaches and insider theft. Reviewing each privilege escalation as they occur allows IT to stay on top of the organization's constantly evolving threat surface.
- **Active Directory Cleanup** – Keeping Active Directory well-structured and maintained is critical to maintaining operational health and security within an organization. Identifying dormant, misconfigured and unsecure objects for remediation can automate the health and security of Active Directory.
- **Open Shares** – Inappropriate permissions applied to shared folders can leave sensitive data open to any account who wants to access it. These situations are often difficult to identify and in order to resolve them quickly, clear instructions on the required permission changes are needed or more issues can arise.

### Benefits:

- **Streamline Help Desk Efficiency** – Identifying issues before they need to be reported by end users allows help desk staff to proactively solve problems, without lost productivity and frustrations by end users.

- **Threat Prevention** – Problems that lead to advanced persistent threats (APTs) and insider theft can be quickly identified and resolved through the same system used to handle all other IT workflows. Being able to proactively identify and resolve issues like these allows organizations to achieve more advanced security and control, and keep their data and reputations safe.
- **Compliance** – Whether your organization falls under SOX, PCI, HIPPA or other regulations, enabling your IT organization to react to these security issues provides the levels of control needed to achieve compliance.
- **A Familiar Interface** – ServiceNow serves as the hub for most IT professionals to perform workflows and incident management. Rather than introducing other systems to handle security issue resolution, it is only logical to extend ServiceNow to accommodate these facets of IT security.

## About STEALTHbits Technologies

Identify threats. Secure Data. Reduce Risk.

STEALTHbits is a data security software company. We help organizations ensure the right people have the right access to the right information. By giving our customers insight into who has access and ownership of their unstructured data, and protecting against malicious access, we reduce security risk, fulfill compliance requirements and decrease operations expense.

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