

Dragos and ServiceNow

Expanding Cybersecurity Workflows Across OT Networks

HIGHLIGHTS

- Comprehensive asset discovery from the Dragos Platform enhances your ServiceNow Operational Technology (OT) Management deployment.
- Build a solid data foundation Accurately catalog OT devices alongside existing enterprise IT assets.
- Gain a contextual view of OT assets with their relationships and dependencies, giving you an instrumental tool to protect your operations from unplanned downtime.
- Improve your response time to OT issues by extending digital workflows to your OT environment.

THE CHALLENGE

Digital Transformation has driven interconnectivity between enterprise and industrial networks more than ever before. This interconnection, while intended for improved business efficiencies and cost reduction efforts, also increases the overall risk from cyber threats.

Targeted and untargeted threats to OT are expanding in frequency and sophistication that can disrupt operations, lead to loss of intellectual property, cause reputational damage, physical damage, personal injury, or loss of life.

Given the increasing risk of interconnected OT networks, security professionals are being tasked to expand their purview associated with IT/OT convergence. Traditional security technologies alone are not sufficient to provide a unified platform for both the IT enterprise and OT environments. Furthermore, security teams are encouraged to leverage existing investments whenever possible, as well as maintaining standard processes, reduce training, control costs, and maximize efficiency.

THE SOLUTION

Security teams require different technologies to perform their job functions. The desire to integrate these tools ensures optimized business workflows allowing defenders to be more efficient overall. Defenders first need to have complete visibility of all assets and networks to provide effective detection and protection.

The Dragos Platform specializes in asset discovery, threat detection, vulnerability management, and incident response for OT networks. When combined with enterprise security technology such as ServiceNow, defenders can fill any previous OT visibility gaps with a more comprehensive solution to address the needs of both IT and OT networks.

ServiceNow is a cloud-based platform that allows users to manage digital workflows for enterprise operations and is often used in security operations to manage incident response cases and service desk tickets. Through an integration with ServiceNow’s Service Graph Connector, ServiceNow users can utilize the comprehensive asset discovery available in the Dragos Platform to automatically reveal non-traditional enterprise assets such as industrial controllers (Programmable Logic Controllers - PLC’s, Distributed Control Systems - DCS’s) helping drive a more accurate asset inventory. The additional knowledge of OT assets allows ServiceNow users to make better-informed workflow decisions based on the asset type, locations, and function, resulting in improved overall efficiency.

BENEFITS AND IMPACTS

| BENEFITS | IMPACTS |
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| Maximize Technology Investments | Dragos Platform enables a comprehensive and continuously updated look from industrial environments into your ServiceNow deployments allowing a contextual view of assets and relationships of IT and OT across your entire enterprise. |
| Accurately Catalog IT and OT Assets | Comprehensive OT asset details from Dragos Platform enrich the existing asset database (OT Management - CMDB) within ServiceNow for a more complete view of all assets. |
| Optimize Workflows Across IT and OT | Incorporate OT assets from the Dragos Platform into existing digital workflows within ServiceNow implementations, adding breadth to existing processes |
| More Efficient Security Operations | Integrating the technologies enables defenders with a more comprehensive workflow from initial threat detection through response, improving Mean Time To Recovery (MTTR). |

For more information, please visit dragos.com/partner/servicenow or contact us at info@dragos.com