

ServiceNow + Password Safe

Organizations around the globe rely on ServiceNow solutions for service management across IT, human resources, and other disciplines. ServiceNow integrates with BeyondTrust Password Safe to store and manage credentials for use by ServiceNow Discovery and Orchestration, initiate privileged sessions and automate service ticket workflows.

Features and Capabilities:

Ticket Validation

Password Safe leverages ServiceNow to validate tickets prior to providing users access to privileged passwords and sessions. This integration includes options to auto approve ticket validation, plus break-glass functionality to allow emergency approval in case ServiceNow is unavailable.

Credential Provider for Orchestration

With Password Safe, users can retrieve ServiceNow credentials for scanning and provisioning activities. This integration enables resources in ServiceNow Orchestration to be managed using credentials stored in Password Safe, both simplifying management and securing access.

Automatic Discovery of Hardware Assets

Users can leverage an on-premises ServiceNow MID server to enable ServiceNow Discovery to retrieve credentials in a programmatic manner, and securely manage the credentials used to perform discovery by ServiceNow.

Access to Asset Inventories and Export Capabilities

This integration enables ServiceNow users to avoid gaps in management by gaining access to comprehensive asset inventories and profiles. It also enables

the export of asset data from Password Safe into ServiceNow.

Increase Productivity

Use ServiceNow or Password Safe to check-out passwords or start a session, according to preferred workflows.

Strengthen Security

Automatically create Incident Response tickets based on real-time activities using Smart Rules.

Meet Compliance Requirements

Retrieve privileged credential usage and session details, and their associated tickets to prove compliance with ease.



Find BeyondTrust in the ServiceNow App Store

https://store.servicenow.com/sn_appstore_store.do#!/store/home

Secure Task Automation

ServiceNow and BeyondTrust Password Safe help you achieve a balance between user productivity and organizational security with automated incident management workflows and secure credentials management.

Increase the effectiveness of your IT teams by automating tasks related to ticket validation and incident resolution.

Streamline the ServiceNow discovery process by securely retrieving and managing privileged credentials automatically with Password Safe.



BUSINESS BENEFITS

Centralize, Manage & Track Security Incidents

- Open tickets in ServiceNow based on discovered exposures
- All actions take place within ticket/incident, such as request, approve and open session.

Enrich Incident Profiles with Threat Intelligence Data

- Import and export asset data and profiles
- Users cannot impersonate another account or launch a session logged in as a different requestor, which prevents unauthorized access.

Streamline Response & Remediation Workflows

- Validate tickets prior to providing privileged user access
- Securely store ServiceNow credentials
- Authorize users to perform specific administrative actions without logging on as admins
- Conduct policy-based privilege authorization
- Allows you to configure the ticket types, such as
- Incident, Change, Request, and Problem.

BeyondTrust is the worldwide leader in intelligent identity and access security, empowering organizations to protect identities, stop threats, and deliver dynamic access to empower and secure a work-from-anywhere world. We are trusted by 20,000 customers, including 75 of the Fortune 100, and a global partner network.

beyondtrust.com