

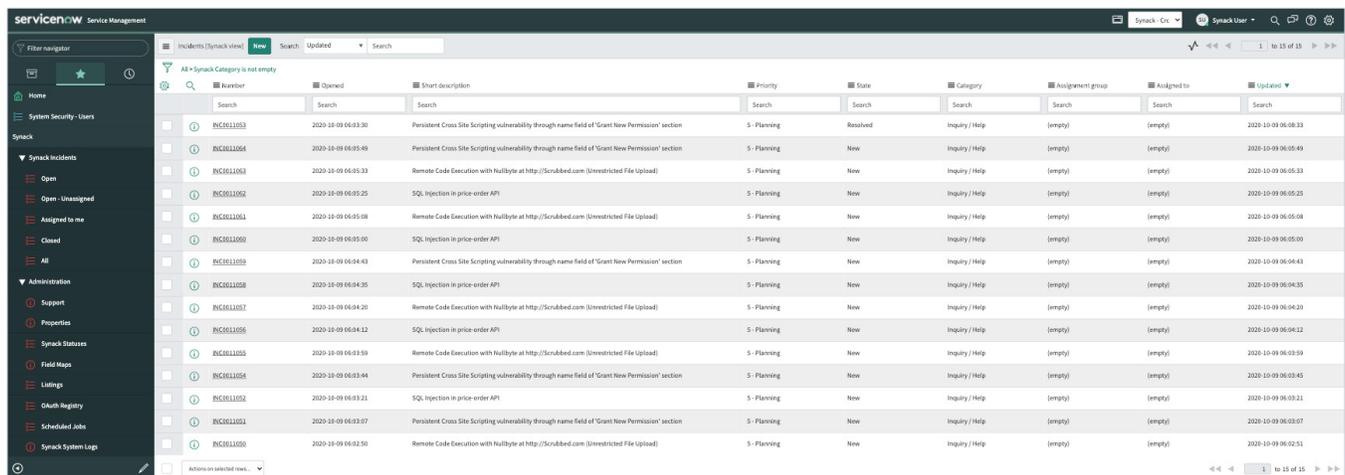
ServiceNow & Synack

Security testing integration

Continuous offensive security testing and vulnerability management

Synack security testing data from our platform can be integrated with ServiceNow. We combine intelligent software with the power of an elite, vetted team of security researchers to proactively test for exploitable vulnerabilities in your environment. Synack-discovered exploitable vulnerabilities are reported and remediated in ServiceNow to close security gaps before actual attacks occur. Previously, Security Managers responsible for maintaining security programs and ensuring

infrastructure and application security would have had to duplicate workflow by switching between the Synack Client Portal and ServiceNow instances. Now, enterprises can use the Synack and ServiceNow integration to collaborate between Security, IT and Engineering teams, improve the speed of remediation and increase efficiency and effectiveness of incident response in their teams' workflow.



Why integrate Synack and ServiceNow?

Synack provides true, exploitable vulnerabilities using our proprietary, continuous scanning technology and the world's best security researchers—the Synack Red Team (SRT). When you integrate your ServiceNow instances with Synack data, you can work closely with other ServiceNow users across your organization including Security Engineers, IT and Infra Managers, and Application Engineers to make sure you increase cyber resiliency and reduce the risk of a breach. A ServiceNow ticket will include critical information such as assets impacted, evidence and recommended remediation steps from the Synack SRT. It will also provide real-time updates on researcher communication such as vulnerability status, patching effectiveness and more to make sure you can address vulnerabilities with maximum effectiveness and efficiency.

Task Delegation—Automatically create tickets within ServiceNow when new vulnerabilities are surfaced on the Synack platform.

Workflow Automation—Manage the entire lifecycle of these incidents within ServiceNow and keep the status in sync on Synack platform.

Team Communication & Collaboration—Keep worknotes and tags in sync on ServiceNow and Synack.

Fast and Efficient Remediation—Streamline remediation through assigning vulnerabilities to specific stakeholders and requesting patch verification on Synack-discovered vulns directly from ServiceNow.

What Synack tests

Synack handles a range of target types. They can be tested individually or in combination (such as a Mobile App using a REST API). Hybrid target environments (such as the infrastructure and applications in a PCI Cardholder Data Environment) are eligible for testing.

**Don't see what you're looking for?
Ask a Synack representative.**

Web Apps



Infrastructure



Mobile



Cloud



API



How it works

A number of configurations are available and allow you to map statuses and fields. Anytime you make an update with Synack or ServiceNow, the change will be synced to both platforms, allowing you to see the same information everywhere.

Specific Synack fields available in ServiceNow Instance in Downstream & Upstream Integration

Vulnerabilities	Every time a researcher submits a vuln on the Synack Platform a new ServiceNow ticket is created. ServiceNow tickets are created with vulnerability data such as CVSS score, severity, assets impacted, impact, evidence and remediation information.
Customer Messages	If you have a comment related to a vulnerability, you can update it on the Synack Platform and it will appear in ServiceNow. ServiceNow worknotes can be shared to Synack to seek additional information from Synack or the security researcher who submitted the vulnerability.
Status Change	If or when the status of vuln (ticket, priority, assignee) changes in ServiceNow, it will update on the Synack too.
Tags	You can add custom tags to Synack reported vulnerabilities directly from ServiceNow.

Getting started with Synack's ServiceNow integration

The Synack app for ServiceNow is available and can be used to integrate licensed implementations of Synack and ServiceNow. It's a plug-and-play integration that seamlessly installs and will start working within a matter of minutes. You can integrate Synack with ServiceNow ITSM and/or Vulnerability Response.

The marketplace links are here:

[Synack - ServiceNow IT Service Management Module integration](#)

[Synack - ServiceNow Vulnerability Response Management Module integration](#)

Current Synack + ServiceNow customers can follow deployment instructions included in the Installation Guides at the above links.

If you are **new** to Synack and would like more information about our offerings please contact us at synack.com/contact.