

Forescout eyeExtend for ServiceNow[®]

Streamline asset management, boost IT service efficiency and accelerate incident response

With the proliferation of devices on today's networks and a highly mobile and transient workforce, IT and security teams are constantly challenged to track devices, their hygiene and security posture as they enter or leave the network. This also makes it difficult to ensure that asset repositories are accurate and up to date in real time, resulting in substandard decision making based on erroneous data. To make matters worse, lengthy mean times of incident detection, management and remediation expose your organization to massive security risk.

Challenges

- Maintaining accurate, complete and up-to-date asset management data for heterogeneous device types
- Verifying device hygiene and security posture of all connected devices and enforcing IT and security policies
- Reducing IT and security staff's manual workload to manage an increasing number of IT service and security incidents
- Reducing incident response times to minimize threat propagation and business disruption

Forescout eyeExtend for ServiceNow

Forescout eyeExtend for ServiceNow, along with Forescout Apps in the ServiceNow Store, enable bi-directional integration of the Forescout platform with ServiceNow Configuration Management Database (CMDB), IT Service Management (ITSM) and Security Operations solutions. The integrated solution streamlines asset, IT service and security operations management.

Forescout eyeExtend for ServiceNow leverages the complete device visibility provided by Forescout eyeSight into your connected extended enterprise across campus, data center, cloud, IoT (Internet of Things) and OT (Operations Technology) environments. This comprehensive visibility enables Forescout eyeExtend for ServiceNow to help true up your ServiceNow CMDB by updating or creating new ServiceNow Configuration Items (CIs) with real-time device and network context. This makes your CMDB an accurate and up to date single source of truth for all assets.



eyeExtend

Benefits

- <> Maintain a complete and accurate asset repository at all times
- <> Continuously enforce proper device configuration and compliance against your policies
- <> Automate incident creation and prioritization with complete device and network context
- <> Automate policy-driven incident response and remediation actions

Highlights

- <> Validate and true up your CMDB asset repository in real time
- <> Automatically create ServiceNow IT service and security incidents based on Forescout device assessment results
- <> Facilitate policy-driven remediation actions against noncompliant or compromised devices
- <> Streamline IT service and security operations with closed-loop workflows

Forescout continually assesses device configuration and security posture of connected devices and hunts for indicators of compromise (IOCs) by leveraging its integrated threat intelligence sources. If a device is deemed noncompliant or compromised, Forescout eyeExtend for ServiceNow can automatically create a ServiceNow IT service or security incident. Forescout eyeExtend for ServiceNow synchronizes device and incident information across both ServiceNow and Forescout solutions.

ServiceNow ingests the IT service and security incident from Forescout and uses business context from the CMDB to prioritize appropriate actions according to policy. The ServiceNow platform can then inform Forescout eyeExtend for ServiceNow to facilitate automated actions to accelerate remediation of IT service and security incidents. Once remediated, eyeExtend updates the ServiceNow CMDB record with the new device state and allows network access per policy, providing you with a closed-loop workflow.

Use Cases

Continuously maintain real-time asset repository

Forescout eyeExtend for ServiceNow helps you establish a real-time single source of truth for all connected assets by continuously sharing device properties and additional network context from eyeSight to automatically true up the ServiceNow CMDB.

Automatically create ServiceNow IT service incidents for policy violations

Forescout eyeExtend for ServiceNow continuously assesses devices for configuration compliance and automatically creates a ServiceNow IT service incident if a device is deemed noncompliant. It also connects IT service incident record information across ServiceNow ITSM, CMDB and Forescout solutions.

Automatically create ServiceNow security incidents for compliance and threat management

Forescout eyeExtend for ServiceNow continuously assesses devices for security compliance and hunts for IOCs across all connected devices by leveraging integrated threat intelligence sources. It automatically creates a ServiceNow security incident for high-risk or compromised devices. In addition, it also connects security incident record information across ServiceNow Security Operations, CMDB and Forescout solutions.

Facilitate Forescout actions from the ServiceNow platform

ServiceNow can direct Forescout eyeExtend for ServiceNow to take actions using Forescout eyeControl to accelerate remediation of IT service and security incidents such as patch updates and restarting services as well as blocking or isolating the compromised devices on the network. Once remediated, Forescout eyeExtend for ServiceNow updates CMDB with the new state and allows access according to policy.

Packaging and Licensing

USE CASE	FORESCOUT LICENSED PRODUCT	REQUIRED FORESCOUT APPS IN SERVICENOW STORE (included as part of Forescout eyeExtend for ServiceNow license)	ServiceNow PRODUCT
Real-time asset intelligence and automatic CMDB update	Forescout eyeExtend for ServiceNow	Forescout App for Asset Management	CMDB
IT service incident creation and incident response	Forescout eyeExtend for ServiceNow	Forescout App for IT Incidents	ITSM
Security incident creation and incident response	Forescout eyeExtend for ServiceNow	Forescout App for Security Operations	Security Operations
Please note: Forescout eyeSight is the base product required for all use cases; Forescout eyeControl is an add-on product required to facilitate Forescout actions for incident response.			



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