

# Forescout eyeExtend for ServiceNow®

## Streamline asset management, boost operational efficiency and accelerate incident response

The proliferation of devices on today's networks and a highly mobile and transient workforce constantly challenge IT and security teams to accurately track devices, their hygiene and their security posture as they enter or leave the network. This makes it difficult to maintain accurate and up-to-date asset repositories, leading to substandard risk assessment and decision making based on erroneous data. To make matters worse, lengthy mean times for incident detection, management and remediation expose your organization to massive security risk.

Forescout eyeExtend for ServiceNow empowers better business decisions by ensuring the risk assessment process is comprehensive, with up-to-date information on all assets—ultimately helping to expedite mitigation of IT operations and security issues

### Challenges

- Inaccurate security risk assessment due to incomplete asset inventory of different device types across the extended enterprise
- High operational costs due to manual processes for asset discovery, reconciliation, validation, configuration management and retirement
- Difficult to assess associated costs during mergers and acquisitions due to incomplete inventory data
- Increased mean time to remediation due to analysts having to search multiple repositories to get a true "current state" of connected devices during an investigation

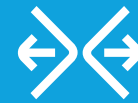
### Forescout eyeExtend for ServiceNow

Forescout eyeExtend for ServiceNow along with Forescout Apps in the ServiceNow Store enable bi-directional information flow of the Forescout platform with ServiceNow CMDB, ITSM and Security Operations products. Your IT operations, security and network teams benefit by letting Forescout eyeExtend orchestrate workflows to streamline asset, IT service, security operations and risk management. eyeExtend plays an integral role in ensuring the maximum effectiveness of the ServiceNow platform in support of the following use cases.

### Use Cases

#### Continuously maintain a real-time asset repository

Forescout eyeExtend for ServiceNow powered by eyeSight helps you automatically true-up your CMDB for all connected IT and OT assets by continuously sharing device properties and additional network context. The additional context includes but is not limited to device type, firmware, authentication method, user information, location,



eyeExtend

### Benefits

- <> Quantify security risk with complete visibility into all assets
- <> Lower security and operational costs by automating workflows for CMDB asset lifecycle management
- <> Lower cost of audit compliance through automation and improved information flow on all assets
- <> Reduce the impact of incidents by accelerating response time

### Highlights

- <> Validate and true-up your CMDB asset repository for campus, data center, virtual, cloud, IoT, OT, Industrial OT and medical OT assets in real time
- <> Automate pre-population of the MAR (MAC Bypass Repository) list in 802.1X deployments
- <> Authenticate assets via device status in CMDB in non-802.1X deployments
- <> Automatically create ServiceNow IT service and security incidents based on Forescout device assessment results
- <> Automatically restrict or isolate noncompliant or compromised devices on the network
- <> Streamline IT service and security operations with closed-loop workflows

patch status, the switch port to which the device is connected, VLAN information, network segment information, compliance status and so on. With detailed asset and network information, the Forescout platform helps to ensure your CMDB is accurate and up to date, creating a single-source-of-truth repository for all assets at all times.

**Leverage Forescout and ServiceNow to update MAR list**

Forescout eyeSight identifies unmanaged IoT assets the moment they connect without requiring agents or supplicants. Once an asset is discovered and identified, eyeExtend powered by eyeSight can automatically update the MAR list in 802.1X deployments and assigns them to their appropriate network segment. This eases the error-prone and time-consuming process of updating the list manually. When devices are taken off-line for maintenance or retired permanently, eyeExtend gets the information from the CMDB in real time and updates the MAR list automatically with the new asset state information.

**Use your CMDB to authenticate devices**

eyeExtend helps ensure that all IP-enabled corporate assets are in the CMDB. In non-802.1x deployments, at the time of connection, eyeExtend triggers Forescout eyeControl to authenticate devices based on their existence and status in the CMDB. eyeControl then assigns them to their authorized network segments. This helps in maximizing the return on your current ServiceNow investment.

**Automatically create ServiceNow IT service incidents for policy violations**

Forescout continuously assesses devices for configuration and state compliance and automatically creates a ServiceNow IT service incident if a device is deemed noncompliant. The IT service incident is associated directly with the asset as managed inside of ServiceNow. This expedites the resolution process and ultimately reduces the meantime to resolution.

**Automatically create ServiceNow security incidents for compliance and threat management**

The Forescout platform continuously assesses devices for security compliance and automatically creates a ServiceNow security incident for high-risk or compromised devices. It also connects security incident record information across ServiceNow Security Operations, CMDB and Forescout solutions. This helps to reduce operational steps and reduces the meantime to resolve security issues.

**Control access to the network based on policy**

ServiceNow ingests the IT service and security incident from the Forescout platform and uses business context from its CMDB to prioritize appropriate network access enforcement actions. The ServiceNow platform can direct eyeExtend to take actions to orchestrate the remediation of IT service and security incidents such as patch updates, restarting services and blocking or isolating a compromised device on the network. Once remediated, eyeExtend updates the ServiceNow CMDB record with the new device state and allows network access per policy, thus providing you with a closed-loop workflow.

**Packaging and Licensing**

CAPABILITY	REQUIRED FORESCOUT APPS IN SERVICENOW STORE (INCLUDED AS PART OF EYEEXTEND FOR SERVICENOW LICENSE)	SERVICENOW PRODUCT
Real-time asset intelligence and automatic CMDB update	Forescout App for Asset Management	Configuration Management Database
IT service incident creation and incident response	Forescout App for IT Incidents	IT Service Management
Security incident creation and incident response	Forescout App for Security Operations	Security Operations
Simplified device data import into the CMDB classes and properties	Service Graph Connector for Forescout	ITOM Visibility or ITOM Discovery

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 asset authentication and incident response.



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