



Forescout eyeExtend for ServiceNow®

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

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

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 expedite IT operations and mitigating security issues.

Forescout eyeExtend for ServiceNow

Forescout eyeExtend for ServiceNow and Forescout Apps in the ServiceNow Store enable bi-directional information between 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 assets, 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 update your CMDB with all connected IT and OT assets by continuously sharing device properties and additional network context. The additional context includes:

- ▶ Device type
- ▶ Firmware
- ▶ Authentication method
- ▶ User information
- ▶ Location
- ▶ Patch status
- ▶ Switch port
- ▶ VLAN information
- ▶ Network segment information
- ▶ Compliance status
- ▶ And more

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 can automatically update the MAR list in 802.1X deployments and assign them to their appropriate network segment. This eliminates the error-prone and time-consuming process of updating the list manually. When devices are taken offline for maintenance or retired permanently, eyeExtend gets the information from the CMDB in real-time and updates the MAR list automatically.

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 non-compliant. 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.

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
<p>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.</p>		



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