Fortanix®

Solution Brief

# Fortanix for ServiceNow


Manage your ServiceNow keys outside the cloud with Fortanix Data Security Manager SaaS (DSM SaaS) and fulfil Bring Your Own Key (BYOK), Customer Supplied Key (CSK), and Customer Managed Key (CMK) policies.

## Challenge

ServiceNow is the backbone of your enterprise's business process transformation. This also means that ServiceNow captures and stores critical business data to provide appropriate Risk and Governance assessments through IT workflows. And with more and more datasets moving to the cloud, organizations tend to lose control over the data and there is also increased risk of unauthorized access to sensitive data stored within the cloud.

## Solution

With Fortanix Data Security Manager SaaS (DSM SaaS), customers can bring a FIPS 140-2 Level 3 certified External Key Management Service for ServiceNow. Fortanix DSM SaaS has been directly integrated to ServiceNow's Customer Controlled Switch (CCS) capability for database encryption. CCS allows customers to cut off access to their ServiceNow data at any time by putting data out of reach of anyone who tries to access it. Using Fortanix DSM SaaS, database encryption keys for CCS are managed outside of ServiceNow in Fortanix.


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# Joint Value proposition

To provide greater control to customers, ServiceNow offers a customer-controlled switch (CCS) capability. This offering requires customers to provide an API endpoint. With the Fortanix offering, customers can set up a cloud API endpoint integration in minutes and store their key within their own internal Key Management System or HSM.

Fortanix Data Security Manager SaaS (DSM SaaS) is an integrated data security service that combines encryption, key management, tokenization, and secret management in a single solution. Fortanix DSM SaaS allows customers to easily switch on the existing ServiceNow 'CCS' when deploying the ServiceNow instance. To get started, Fortanix Data Security Manager SaaS offers a ServiceNow connection wizard within the User Interface, which can set up the integration with their ServiceNow instance in less than 5 minutes.  Instead of spending weeks for implementation, customers can make use of the inbuilt integration capability within Fortanix for easy deployment within minutes and get value in quick time.

Fortanix DSM SaaS provides FIPS 140-2 Level 3 hardware-based protection, with complete separation between users and regions as needed. Fortanix DSM SaaS also offers centralized management with audit logging, enterprise-level access controls, multisite and hybrid cloud support, built-in encryption, key management, tokenization, and support for a variety of interfaces including REST APIs, PKCS11, CNG, JCE, and KMIP.

## Core features of the integration:

- Fortanix new ServiceNow Wizard, allows customers to set up the integration with their ServiceNow instance in less than 5 minutes.
- The service fully integrates with the encryption capability within MariaDB.
- ServiceNow customers can stop decryption of data-at-rest. Customer gets control of how to authorize the use of the ServiceNow data and keys.
- Customers store the keys in the Fortanix FIPS 140-2 Level 3 certified HSM and cryptographic operations are executed securely within the module.
- Ability to define and control policies for ServiceNow Key Encryption Key (KEK) from Fortanix DSM SaaS account.
- Audit logging when MariaDB accesses the key from Fortanix. Restricted access can also be enabled for MariaDB encryption keys to select users.


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# Business Benefits

### Easily use the existing ServiceNow feature with easy deployment and quick time to value:

With Fortanix's new ServiceNow Wizard, customers will be able to set up the integration with their ServiceNow instance in less than 5 minutes. This means that customers need not go through the pro-longed implementation process and need not rely on IT/development teams or Engineers to make use of the ServiceNow Customer controlled switch functionality.

### Greater control over the database:

Fortanix solution brings an ability to control the keys externally. You can turn the keys off, turn them on- they are totally under your control. The also new enables new business use cases and datasets to go to the cloud without worrying about the compliance mandates.


### Secure your ServiceNow data and keys:

Fortanix provides end-to-end security for keys and data (at-rest, in-transit, and in-use) protected with a FIPS 140-2 Level 3 HSM and layers of defense including Fortanix Runtime Encryption® technology.

### Achieve compliance & data sovereignty with reg-ulations like GDPR:

Fortanix offers a FIPS 140-2 Level 3 certified HSM, to store the cloud keys and enabling financial services, health-care, and other regulated industries to meet compliance requirements. Key management with regional level isolation helps meet specific data privacy regulations like GDPR.

### Strict access control and quorum approv-als safeguard data:

Segregation of the key manage-ment operations based on roles and permissions ensures control over data. Quorum approvals ensure that administration is not limited to one administrator and helps safeguard from insider attacks, agility of oper-ations and ease of management. greater control over data and keys.


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### Verifiable audit log for compliance:

Policies can be enforced to protect against unauthorized access and provides secure, comprehensive, tamper proof audit logs that meet compliance requirements. Each time the cloud provider accesses the key from Fortanix its automatically logged to provide greater visibility.

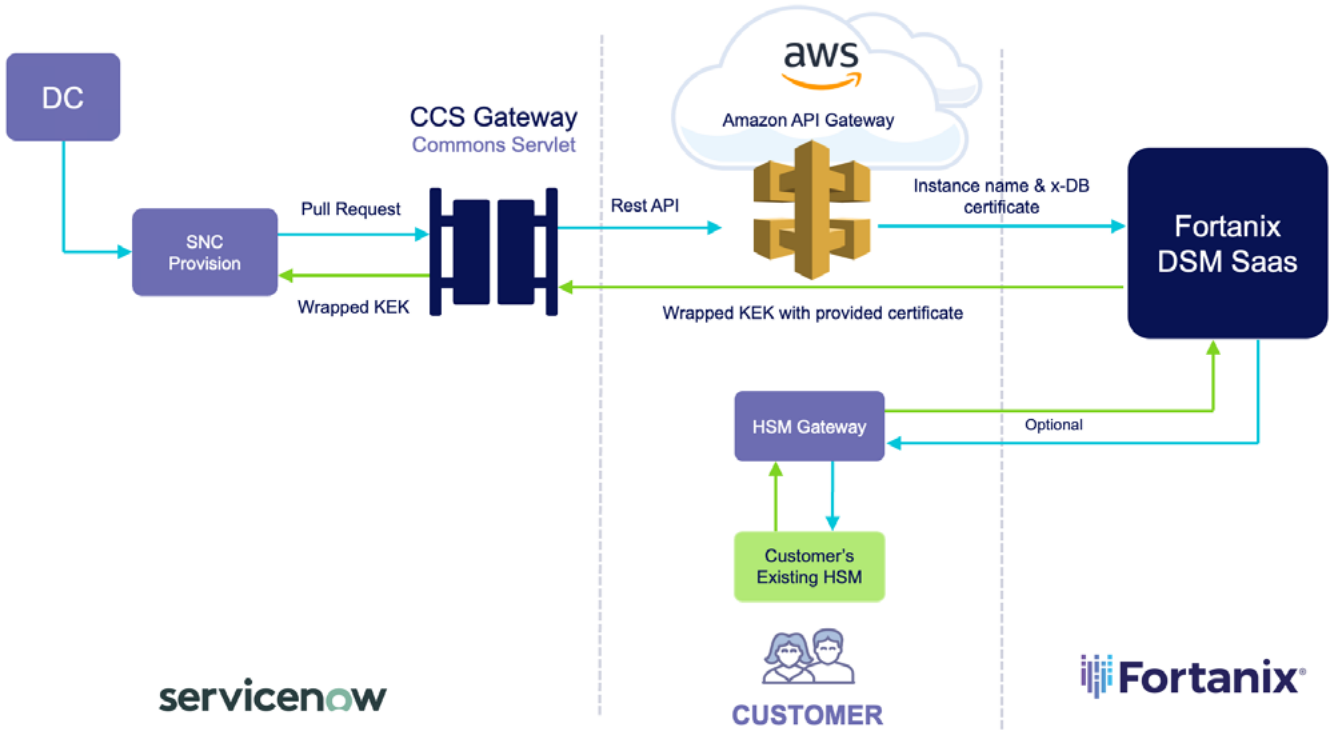
### Maintain key secrecy:

Fortanix helps customers signifi-cantly reduce the chances of key secrecy being violated in a shared infrastructure, including by govern-ment officials or the CSP itself.

### Scalable performance:

Fortanix is a cloud-native data security platform that provides integrated cryp-tographic services through a scalable high-performance architecture that natively supports multisite clustering, disaster recovery and high availability..

## How it Works?



## Summary

The joint Fortanix-ServiceNow solution provides rapid and easy integration with ServiceNow allowing customers to secure their ServiceNow keys and get the additional layer of defense against cyberthreats and meet compliance. With the solution, customers can:

- Eliminate risks of key compromise in shared infrastructure with complete key confidentiality even from governments.
- Manage keys outside the cloud and achieve compliance & data sovereignty from regulations.

## About ServiceNow

ServiceNow was started in 2004 with the belief that getting simple stuff done at work can be easy and getting complex multistep tasks completed can be painless. From the beginning, ServiceNow envisioned a world where anyone could create powerful workflows to get enterprise work done. Today, ServiceNow's cloud-based platform simplifies the way we work through a structured security orchestration, automation, and response engine. ServiceNow Security Operations automates, predicts, digitizes, and optimizes security and vulnerability response to resolve threats quickly based on business impact. Reduce manual processes and increase efficiency across security and IT teams. ServiceNow is how work gets done.

## About Fortanix

Fortanix® is a data-first multicloud security company solving the challenges of cloud security and privacy. Data is the most precious digital asset of businesses, but this data is spread across clouds, SaaS, applications, storage systems, and data centers. Security teams struggle to track, much less secure it. Fortanix empowers customers to secure all this data with a centralized solution. Its pioneering Confidential Computing technology means data remains protected at-rest, in-motion, and in-use, keeping it secure from even the most sophisticated attacks. For more information, see **www.fortanix.com**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