

Automated Remediation Tracking and Ticketing

Products: Vulcan Platform, ServiceNow ITSM



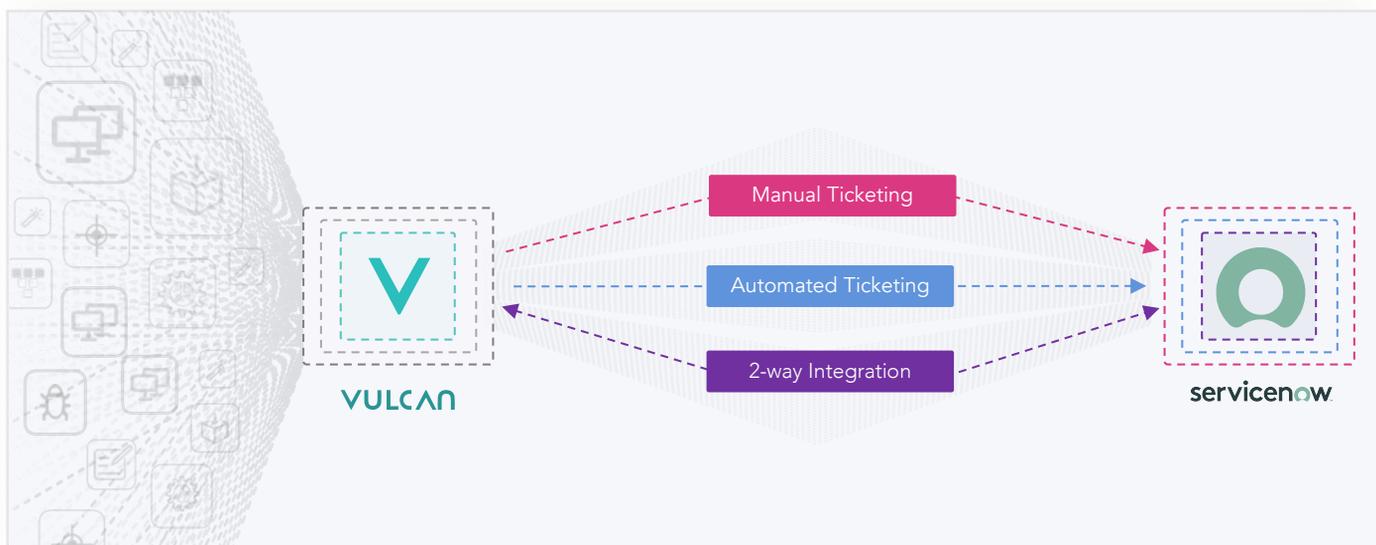
Benefits

- Create and track ServiceNow tickets opened, within the Vulcan platform.
- Automatically assign remediation tasks to appropriate team members.
- Incentivize remediation-assignees by tracking head-to-head remediation performance.
- Centralize all communications around vulnerability management tickets within Vulcan.

Overview

Nowadays, vulnerability management processes have become more complicated than ever before. The remediation lifecycle of a single vulnerability may involve a handful of personnel and a variety of teams. All the while, the urgency of driving forward the remediation process has become crucial.

This integration combines ServiceNow's ticketing capabilities with Vulcan's remediation and tracking capabilities to create a clear, coherent view of progress made within the remediation process. It enables teams to drive forward remediation by automating key steps and assignments and centralizes all communications around the vulnerability management process within the Vulcan platform.



Integration Features

- Create ServiceNow tickets within Vulcan platform.
- Assign actionable tickets describing vulnerability data, available solutions, SLAs etc. to the relevant team members.
- Automate ticket creation within the Vulcan platform via pre-defined playbooks.
- Provide constant visibility to ticket statuses and SLAs, as handled by your teams.
- 2-way integration - every action taken via Vulcan will be updated on ServiceNow and vice-versa.

Use Case #1 Tracking Remediation Progress

Challenge

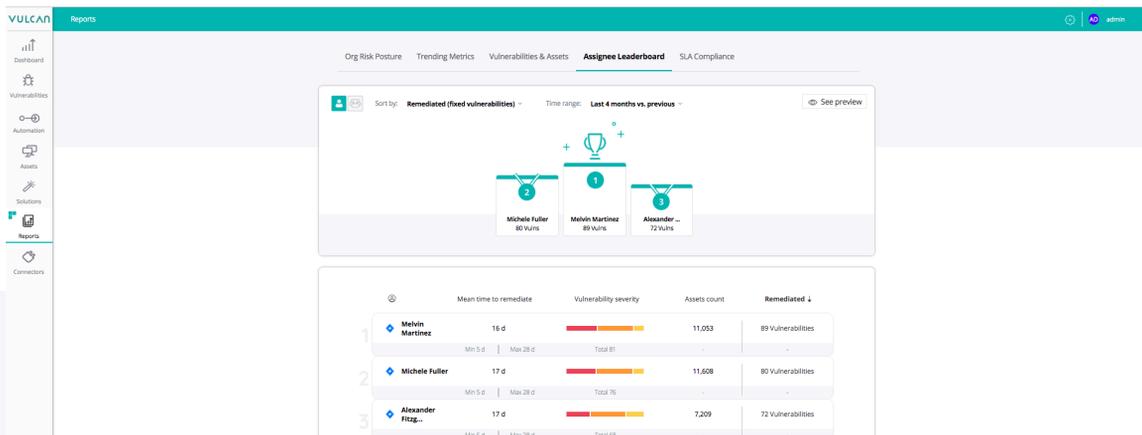
With so many teams involved in vulnerability management and remediation, many enterprises lack the ability to effectively track and report progress. As a result, having a clear method to create, track and follow up on tasks can be the difference between meeting SLAs and requirements and staying vulnerable and susceptible to breaches.

Solution

Through the Vulcan- ServiceNow integration, Vulcan is able to create visibility throughout the remediation process. Thus, despite involving many hands and tools, Vulcan sheds light on the progress made. Every action taken is logged and centralized in the system, externalizing progress made.

Benefit

Improve the remediation process by tracking and measuring the performance of teams and key personnel through intuitive reporting. Centralize all communications around vulnerability management tickets and gain instant visibility to ticket statuses and open tasks.



Use Case #2 - Automated Ticket Creation

Challenge

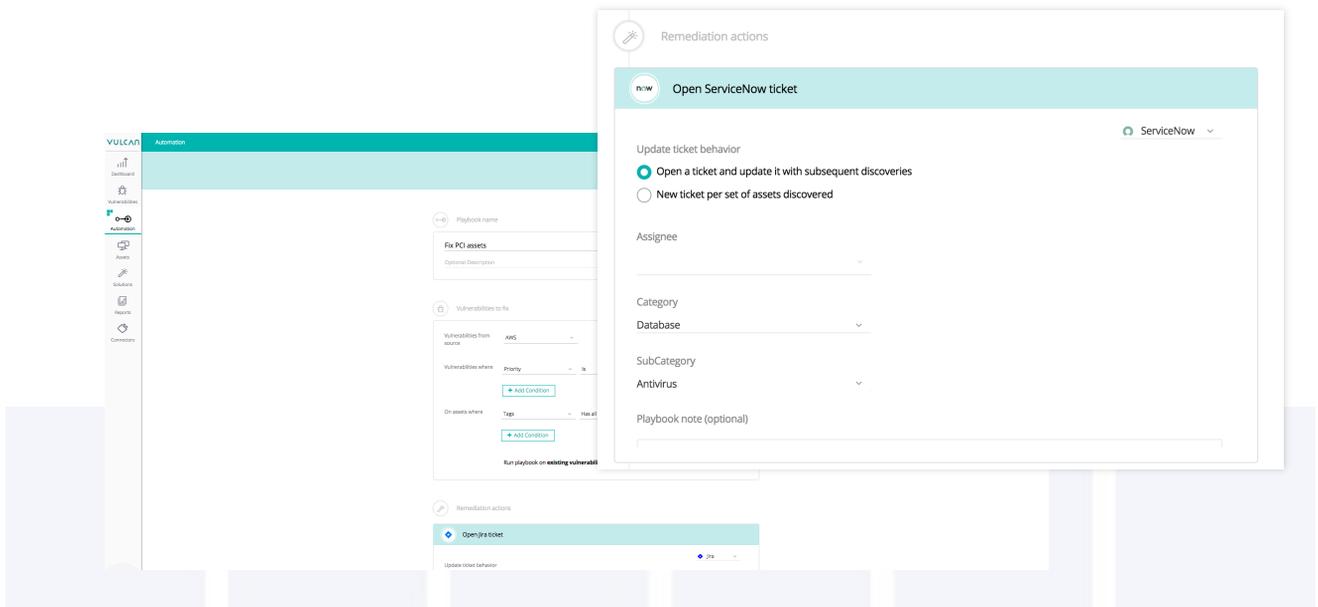
Manually opening and assigning remediation tickets to the relevant team members for every vulnerability has become very time consuming, and unscalable.

Solution

Through Vulcan playbooks, automate ticket creation and assignment. Through the bi-directional API integration, Vulcan can orchestrate remediation steps, opening and assigning tickets within ServiceNow and report progress intuitively.

Benefit

Track the cross-enterprise remediation progress of all vulnerabilities discovered, in one place. While the remediation process may involve many teams, this integration will enable a centralized view of all measures taken.



ServiceNow lets you prioritize, assign, track, report and audit your issues, whatever they may be - from software bugs and help-desk tickets to project tasks and change requests.

For more information, visit servicenow.com/products/itsm.html

Vulcan Cyber is a vulnerability remediation automation platform that modernizes the way enterprises reduce their cyber risk. From detection to resolution, Vulcan automates and orchestrates the vulnerability remediation process dynamically and in scale

For more information, visit <https://vulcan.io/>

