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 SafeBreach

How SafeBreach & ServiceNow can Work Together to Help Transform Enterprise Security

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Lou Fiorello is vice president and general manager of security products at ServiceNow, where he's responsible for a portfolio of security orchestration and response and risk-based vulnerability management products. He has more than 20 years of experience in the technology industry, building products and working with customers to drive outcomes, including leadership roles at Symantec and Veritas

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This presentation contains “forward-looking” statements that are based on our management’s beliefs and assumptions and on information currently available to management. We intend for such forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements include information concerning our possible or assumed strategy, future operations, financing plans, operating model, financial position, future revenues, projected costs, competitive position, industry environment, potential growth opportunities, potential market opportunities, plans and objectives of management and the effects of competition.

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This presentation includes certain non-GAAP financial measures as defined by SEC rules. We have provided a reconciliation of those measures to the most directly comparable GAAP measures in the Appendix. Terms such as “Annual Contract Value” and “G2K Customer” shall have the meanings set forth in our filings with the SEC. This presentation includes estimates of the size of the target addressable market for our products and services. We obtain industry and market data from our own internal estimates, from industry and general publications, and from research, surveys and studies conducted by third parties. The data on which we rely, and our assumptions, involve approximations, judgments about how to define and group product segments and markets, estimates, and risks and uncertainties, including those discussed in our most recent annual report on Form 10-K and other risks which we do not foresee that may materially, and negatively impact or fundamentally change the markets in which we compete. Therefore, our estimates of the size of the target addressable markets for our products and services could be overstated. Further, in a number of product segments and markets our product offerings have only recently been introduced, and we do not have an operating history establishing that our products will successfully compete in these product and market segments or successfully address the breadth and size of the market opportunity stated or implied by the industry and market data in this presentation. The information in this presentation on new products, features, or functionalities is intended to outline ServiceNow’s general product direction and should not be included in making a purchasing decision. The information on new products, features, functionalities is for informational purposes only and may not be incorporated into any contract. The information on new products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products remains at ServiceNow’s sole discretion.

Agenda

1

Quick Overview: ServiceNow and Security Operations Products

2

What is Required for Progressive Security Operations?

3

SafeBreach + ServiceNow: Vision & Roadmap

4

Q & A

We are a platform company

Our uniquely flexible platform enables the movement of work across the entire enterprise

1 Architecture

One Data Model
One Security Model
Full instance control

Experience Layer

Consumer-grade UI
Mobile
Virtual Agent

Tech Foundation

Discovery & Asset Management
ITOM & Event Management
AIOps & Observability
CMDB

All Core Services

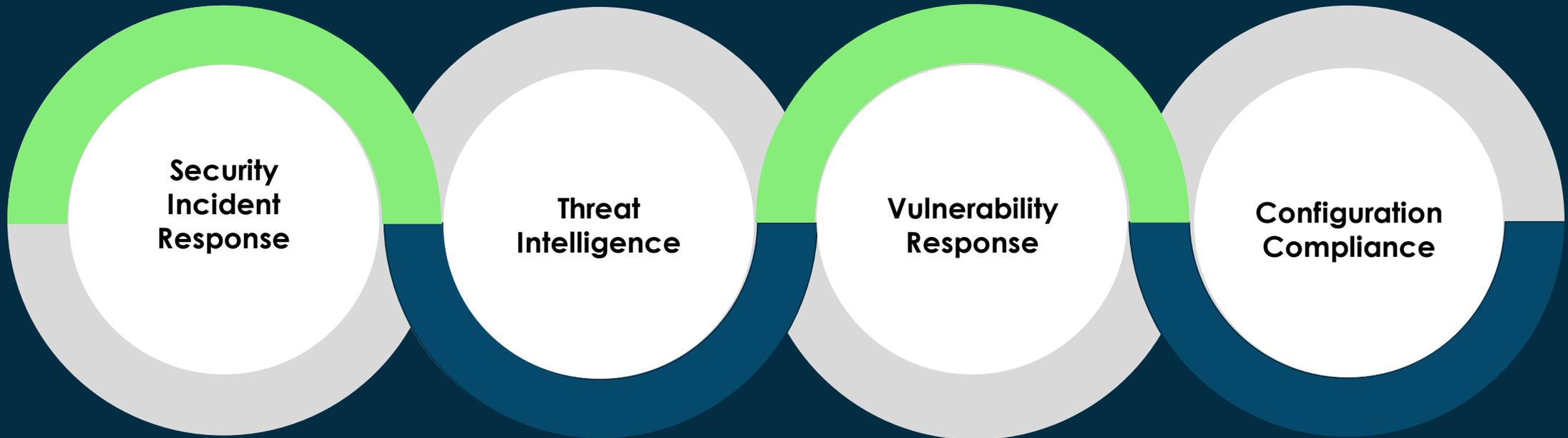
Workflow / Task Management
Analytics & Insights
Artificial Intelligence
RPA
Strategic Portfolio Management
Integrated Risk Management

Native Integrations

Organically Built Hub
Over 500 Integrations on the Store
Technology Partnerships

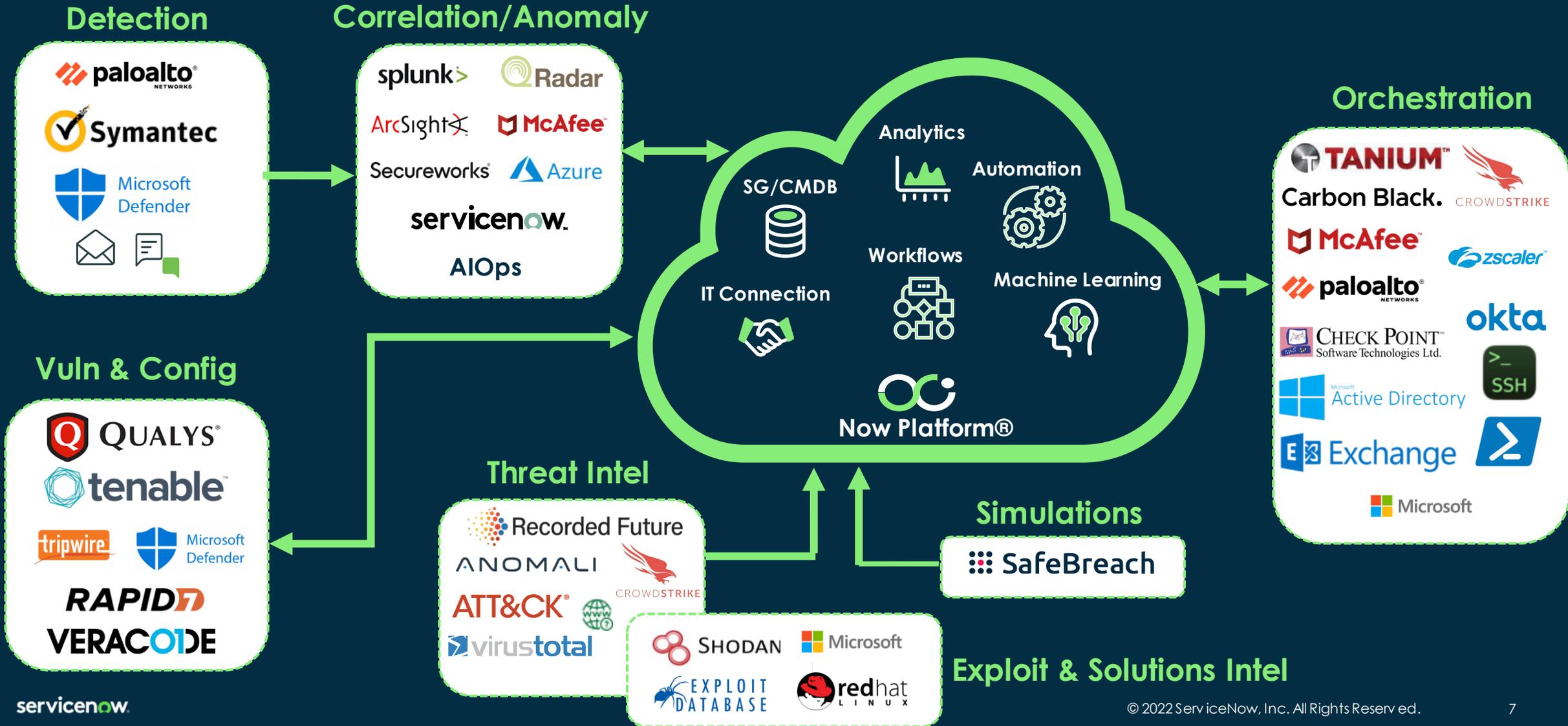


Security Operations (Product Portfolio)



Our Mission for Security Operations

Transformation for a 10x improvement in security posture, productivity & compliance



Progressive Security Operations is Visibility

Develop a baseline



MITRE ATT&CK Heatmap & Navigator for: Enterprise ATT&CK

Reconnaissance (41 techniques) | Resource Development (38 techniques) | Initial Access (19 techniques) | Execution (33 techniques) | Persistence (106 techniques) | Privilege Escalation (95 techniques)

Detection Coverage Type: Excellent | Very Good | Good | Fair | Poor | None | Custom

Mitigation Coverage Type: Excellent | Very Good | Good | Fair | Poor | None

- Gather Victim Identity Information**: Security Incidents: 8, Detection Rule: 1, CVEs: 2, VITs: 64
- Acquire Infrastructure**: Security Incidents: 7, Detection Rule: 1, CVEs: 1, VITs: 70
- Valid Accounts**: Security Incidents: 10, Detection Rule: 0, CVEs: 4, VITs: 316
- Windows Management Instrumentation**: Security Incidents: 14, Detection Rule: 1, CVEs: 2, VITs: 182
- Boot or Logon Initialization Scripts**: Security Incidents: 17, Detection Rule: 0, CVEs: 3, VITs: 193
- Boot or Logon Initialization Scripts**: Security Incidents: 7, Detection Rule: 0, CVEs: 3, VITs: 193
- Credentials**: Security Incidents: 14, Detection Rule: 1, CVEs: 6, VITs: 246
- Domains**: Security Incidents: 9, Detection Rule: 1, CVEs: 1, VITs: 50
- Default Accounts**: Security Incidents: 7, Detection Rule: 0, CVEs: 7, VITs: 373
- Scheduled Task/Job**: Security Incidents: 7, Detection Rule: 0, CVEs: 6, VITs: 94
- Logon Script (Windows)**: Security Incidents: 11, Detection Rule: 1, CVEs: 3, VITs: 258
- Logon Script (Windows)**: Security Incidents: 13, Detection Rule: 1, CVEs: 3, VITs: 258

Overview | Recommended Actions

Average Vulnerabilities per Asset: 6.4 (Jan 20) ▼ 2.0 (-24.2%) Dec 21, 2020: 8.4

Mean Time to Remediate (MTTR): 37.9 days (Jan 20) ▼ 21.0 (-35.7%) Dec 21, 2020: 59.0 days

Average Age of Vulnerabilities: 51.2 days (Jan 20) ▲ 13.4 (35.2%) Dec 21, 2020: 37.9 days

Services with Most Vulnerabilities

Name	Nov 2020	Dec 2020	Change %	Trend	Distribution
Cloud Management	504	300	-40.5%		
E-Commerce	417	266	-36.1%		
Accounts Receivables	99	53	-46.4%		
HR management	99	53	-46.4%		
BI Services - Finance	87	34	-61.5%		

Countries with Most Vulnerabilities

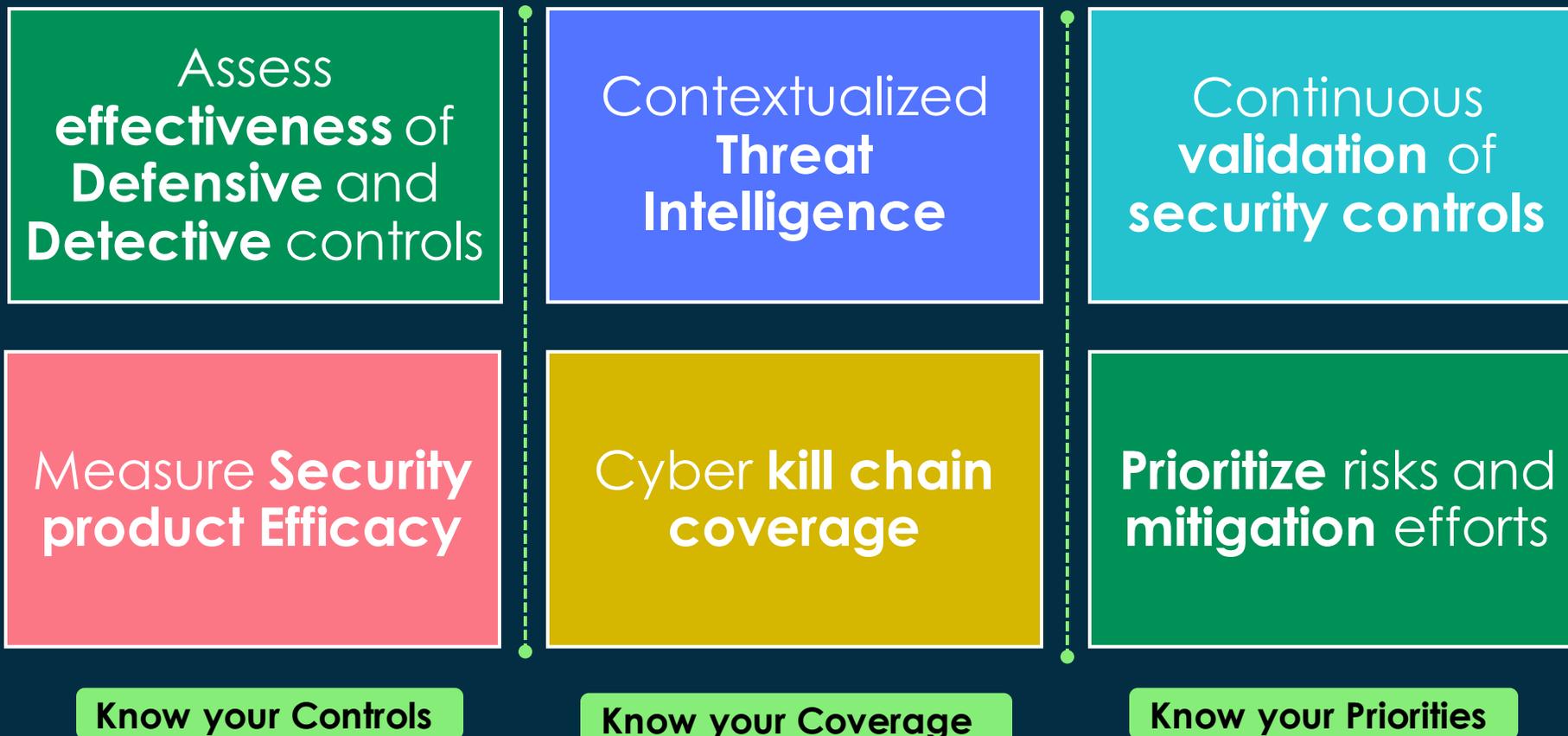
Monthly Remediation Efficiency: 125.8% (Jan 2021) ▲ 90.5 (256.6%) Dec 2020: 35.3%

New and Closed Vulnerable Items

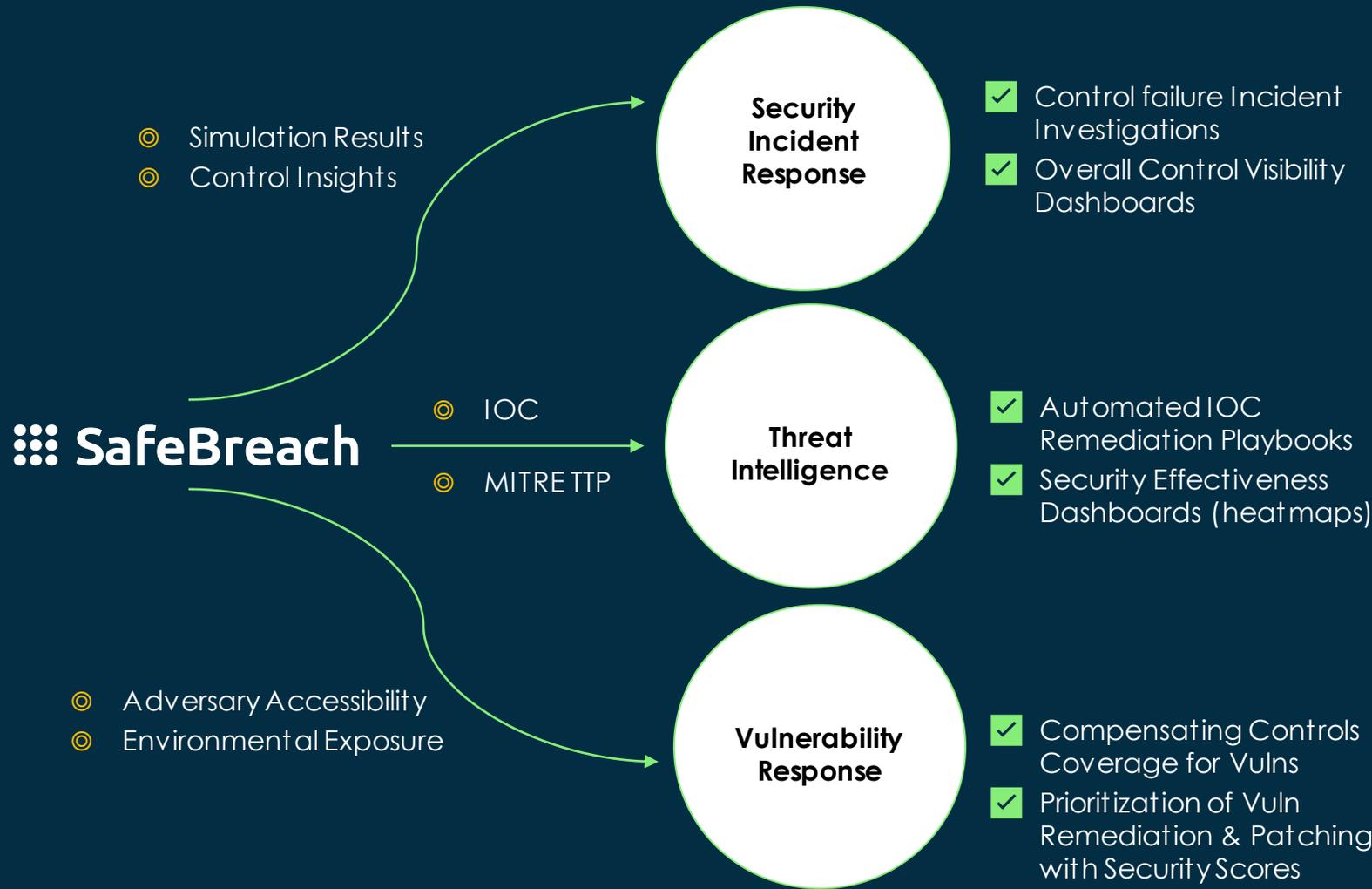


Progressive Security Operations is Orchestration

Move your baseline forward



SafeBreach & ServiceNow Use Cases



Enterprise Visibility



Security Teams

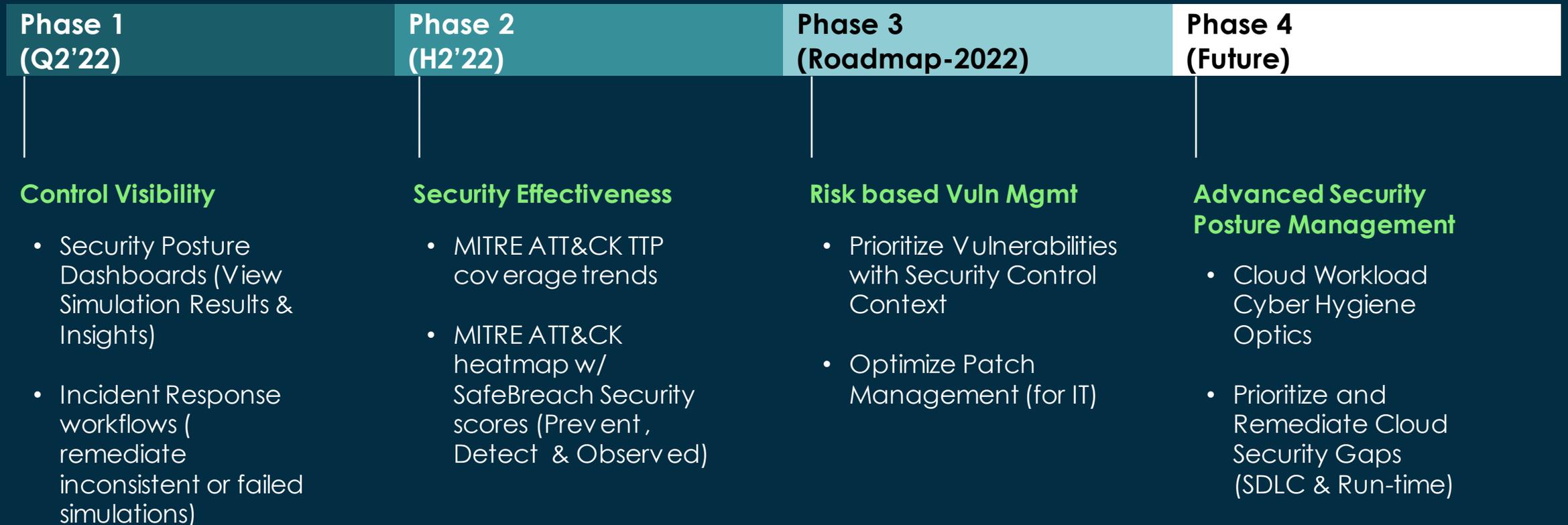


Risk & Compliance Teams



C-suite

SafeBreach & ServiceNow Roadmap



Questions?

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Thank you



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