REDSEAL

Streamline Change Management and Complete Your Network Inventory

Modern IT organizations depend on IT Service Management (ITSM) to coordinate countless technical tasks and processes while ensuring they are providing real value to the business. But today, IT services are more complex than ever. Delivering them with speed, consistency, and reliability in an environment of constantly evolving technologies and threats is an ongoing challenge. Visibility and automation are key to unlocking the benefits of ITSM while maintaining a strong security posture.

The RedSeal + ServiceNow integration

ServiceNow® ITSM is a modern, cloud-based, silo-busting service management solution built on the ServiceNow Now Platform. With ServiceNow, you can harness shared data and analytics and automated workflows to deliver robust IT services quickly and efficiently, boost productivity, and minimize service incidents.

The RedSeal Network Exposure Analytics Platform integrates seamlessly with ServiceNow to bring unmatched network visibility and context into ITSM processes—significantly improving efficiency and accuracy while reducing risk.

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Solution benefits

Eliminate dark spaces in your CMDB
RedSeal identifies stale and missing network assets in the ServiceNow CMDB. RedSeal also enriches the ServiceNow inventory data by adding specific location information for each network device.

Identify risk to high-value assets
ServiceNow returns critical asset information to RedSeal, which in turn identifies risks to these assets—all while the operation is in the ServiceNow Service Management dashboard.

Accelerate change management workflows
RedSeal plus ServiceNow enables network and security teams to reduce the resolution of change control requests to a matter of minutes rather than days.

Eliminate dark spaces to see your complete inventory

A core application in ITSM, the ServiceNow Configuration Management Database (CMDB) collects configuration data of known network devices and hosts. However, networks are dynamic and can introduce changes that the CMDB may not be aware of. RedSeal actively discovers unknown areas of the network as well as stale network assets—those that have been removed from service or have not "checked in" with the CMDB due to errors.

RedSeal enriches ServiceNow inventory data by adding specific information about the network devices, including accurate firmware version, device type, and class. It also provides network card interface (NIC) information, such as IP and MAC address, subnet mask VLAN, and description.

Identify risk to high-value assets

ServiceNow collects device configuration data and relies on manual identification of its location in the network. RedSeal automatically provides accurate inventory and location information to ServiceNow. ServiceNow then returns critical asset information into RedSeal, which in turn identifies risk to these assets—all while the operation is in the ServiceNow dashboard. This allows security teams to prioritize risk mitigation based on asset value and location in the network, not just based on a static CVSS score.

Accelerate change management with reduced risk

Change management is a necessary process to ensure that proposed elements adhere to organizational and regulatory standards and don't introduce new risks. However, it is often highly manual, typically involves multiple teams and steps, and can create costly errors and delays.

Take the following example: The network team receives a request to enable access from one location to another. This could be a request involving a single port, but it involves several considerations:

- Is there a physical path between the two segments?
- Does the path already exist? For other ports?
- If the path is blocked, which network devices control the access path?
- If the path is enabled, do we expose any new vulnerabilities or violate corporate access policies or mandates (such as PCI DSS)?

RedSeal provides the answers in just a few clicks. It automatically checks whether a change request is even needed and runs what-if scenarios to predict the impact. Once a change is made, RedSeal can assist auditors by reviewing configurations and comparing them to the authorized change ticket.

Integrating RedSeal and ServiceNow can reduce the overall time to implement changes from days to minutes. RedSeal maximizes security and minimizes unnecessary changes and costs.

RedSeal + ServiceNow use cases

- Ensure the accuracy and completeness of your CMDB
- Understand how your environment is segmented
- Automate change management workflows
- Identify risks to business-critical assets

Contact us today to learn more about how RedSeal and ServiceNow for unmatched network visibility and context.