

# ServiceNow Now<sup>®</sup> Platform and Radiflow iSID



Manage your OT assets & alerts directly from the ServiceNow Now platform with rich asset information and system alerts from iSID

Real-time system alerts and ongoing awareness of changes to OT assets are essential to managing and monitoring OT networks, and need to be readily available to operators within a single management interface.

By dynamically synchronizing between iSID and ServiceNow's OT asset management and alerts databases, the ServiceNow platform can be extended to manage OT network assets & system alerts generated in iSID, with all the advantages of iSID's compliance and security response capabilities.

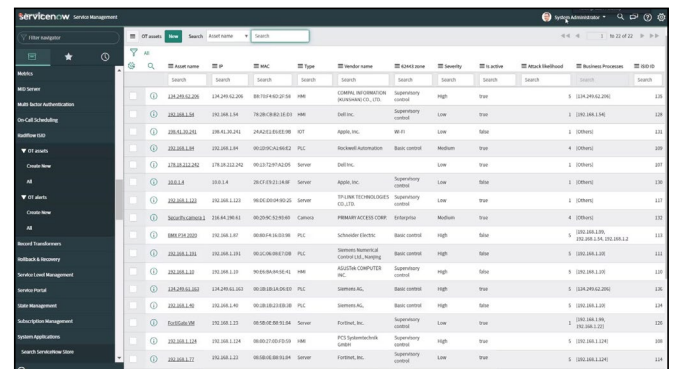
The integration between the two systems takes less than a minute and requires no coding or special know-how. Once connected, the two systems' asset and alert databases will instantly synchronize and display in the ServiceNow dashboard.

## HIGHLIGHTS

- Native Radiflow iSID application for ServiceNow, compatible with all Now platform versions
- Dynamic synchronization between iSID and ServiceNow's OT asset management and alerts databases
- Instant detection of new assets on the OT network and/or changes to existing assets
- Asset properties editable from within the ServiceNow interface
- Full visibility of the OT network, drillable down to each asset's details and vulnerabilities
- Integration takes minutes from start to finish
- Leverage your investment in the ServiceNow platform

## BENEFITS OF THE INTEGRATED SOLUTION

- **No-hassle setup:** connecting the two systems and synchronizing their alert and asset databases takes less than a minute.
- **Compliance:** designed around IEC62443 and other standards, iSID is a recognized compliance enabler.
- **Real time asset discovery and notification:** unauthorized changes to assets, which require immediate attention, are received upon detection, directly within the network control interface - when every second counts.
- **Single Source of enterprise asset information:** with dynamic database synchronization, all users see and use the same information, and there's no need to reconcile data discrepancies.
- **Improved alert handling:** by providing enterprise IT and security personnel the visibility into OT assets and alerts, alert handling can be integrated into enterprise security operations.



The ServiceNow Asset Management window displays assets and changes to assets detected by iSID

## USE CASES FOR THE RADIFLOW-SERVICENOW JOINT SOLUTION

### Asset management synchronization

The integrated solution enables single-interface management of all OT assets by synchronizing the assets databases on both systems (including all asset properties, e.g. type, vendor, state, firmware version, criticality).

Once the user determines which asset types (in iSID) should be sent to ServiceNow, all such assets discovered by iSID will appear as entries in the ServiceNow assets window, along with full configuration details. At this point ServiceNow users are able to manage the assets, their configuration and lifecycle from within the ServiceNow platform.



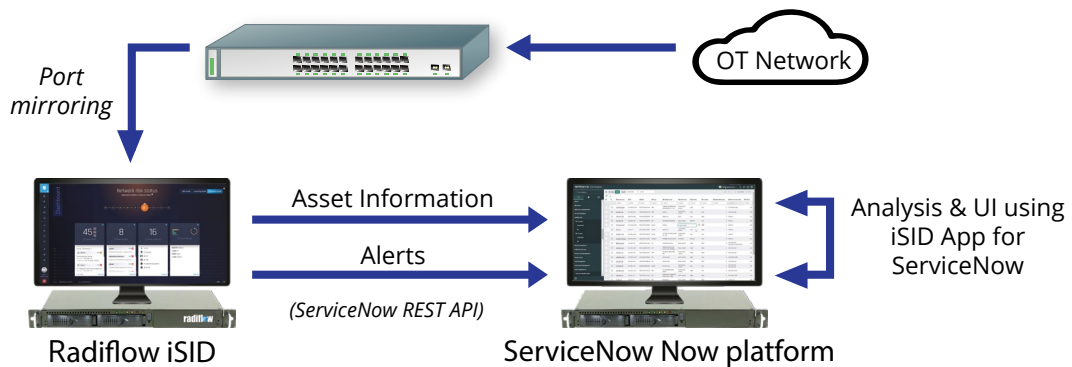
iSID's network status dashboard

### Alert synchronization

Similarly, alerts detected by iSID are automatically created in ServiceNow as incidents.

Users are able to define which alerts will be sent from iSID to ServiceNow (e.g., users may choose to receive only alerts on cyber and operational anomalies). Once the two systems are integrated, all alerts generated by iSID will appear in the ServiceNow alerts list, where they can be handled as needed.

## SCHEMATIC OF THE INTEGRATION



## ABOUT RADIFLOW

Radiflow is a leading provider of industrial cyber security solutions for critical business operations. Our comprehensive cybersecurity portfolio empowers critical infrastructure and industrial enterprises to maintain visibility, control and security of their operational environment. Our intelligent threat management for Industrial cybersecurity minimizes potential business interruption and loss within your OT environment. The Radiflow team consists of professionals from diverse backgrounds, from veterans of military cyber and communications units to former employees of leading players in the industry. Founded in 2009, Radiflow' first solutions were launched in late 2011, validated by leading research labs and successfully deployed by major utilities worldwide. More at [www.radiflow.com](http://www.radiflow.com).