

Machine Identity Protection Through ServiceNow

Challenges

- Users having to learn another software interface
- Duplication of Service Management Processes with potential deviations from currently approved and implemented processes
- Duplication of book of record for some IT configuration items

Machine identity protection ServiceNow app as a solution

- Machine Identity Lifecycle Management service requests (Issuance, Renewal, revocation) now integrated into the organizational Service Catalog accessible to all users
- Leverage existing Organizational Change Management Processes that are defined within ServiceNow
- Leverage organizational CMDBs for Systems, servers and applications
- Orchestrate certificate installation through integration with the Venafi Platform

Benefits



Improve compliance and adherence to policies and standards by simplifying User request process



Accurate inventory of all Machine Identity installed locations and association with CI in the CMDB



Be able to replace all machine identities in a business as usual manner without additional manpower and emergency change management



Leverage ServiceNow workflows for certificate request and approval to adhere to organizational policies and processes



Avoid outages resulting from:

1. Unknown and unmanaged key stores / installed locations
2. Untimely certificate renewals.

Machine Identity Protection Through ServiceNow

Integrated service management & orchestration



MANAGEMENT



CMDB



ORCHESTRATION

SERVICENOW

- Use of org wide CMDB
- Eliminate siloed repositories of Certificate information
- Use of defined Service Management processes
- Ability to adapt to any automation technology

Automation of machine identity lifecycle management



ENROLLMENT



REVOCATION



INSTALLATION

VENAFI TRUST PROTECTION PLATFORM:

- Managed Enrollment
- Managed Revocation / Retirement
- Automated Installation
- Manage different types of Machine Identities

Technology assets



- Cost Reductions from Automation of Machine
- Identity related operations
- Ability to track and rotate every certificate instance
- Ability to rotate all certificates with no extra cost

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