



ServiceNow als Cloud Service:

Transparente Bewertung von
Risiken als erster Schritt

ServiceNow als Cloud Service: Transparente Bewertung von Risiken als erster Schritt

Die Nutzung von ServiceNow in der Cloud wird zunehmend populärer. Vor der tatsächlichen Einführung von ServiceNow stehen viele unserer Kunden vor einer intensiven Prüfung der Risiken. Typische Fragestellungen sind:

- Ist meine Organisation reif für ServiceNow aus der Cloud?
- Ist ServiceNow professionell organisiert und im Hinblick auf relevante Standards zertifiziert?
- Gibt es Wege unternehmenskritische Daten sicher und im Einklang mit geltenden Gesetzen mit ServiceNow zu verarbeiten?
- Ergreift ServiceNow angemessene Maßnahmen zur Sicherung seiner Infrastruktur?

Ein Blick hinter die Kulissen

Vor einer endgültigen Entscheidung tragen sich unsere Kunden mit dem Gedanken, ServiceNow als prozessunterstützendes Tool in meist globalen Organisationen einzuführen. Die Lösung soll, wenn aus Risiko-Sicht möglich, in der Cloud betrieben werden. Zumeist haben Kunden bereits Vorarbeit im Hinblick auf Risiko Management und Information Security Management getroffen und orientieren sich an marktgängigen Standards.

Deloitte hilft die entscheidenden Risiken der ServiceNow Lösung für Sie zu identifizieren

1. Wir greifen auf bestehende ServiceNow Risiko-Assessments zurück.

2. Marktgängige Standards und neue Kunden-Spezifika werden mit diesen verknüpft.
3. Abschließend dokumentieren wir die ServiceNow Risiken vollständig in einer klaren Entscheidungsvorlage.

Im Ergebnis zeigt die Entscheidungsvorlage auf, welche Risiken zu vernachlässigen sind und welche tatsächlich Einfluss auf die Auswahl von ServiceNow als Cloud Lösung haben.

Jeder Kunde bewertet Risiken anders – unsere ServiceNow Erfahrung hilft dabei

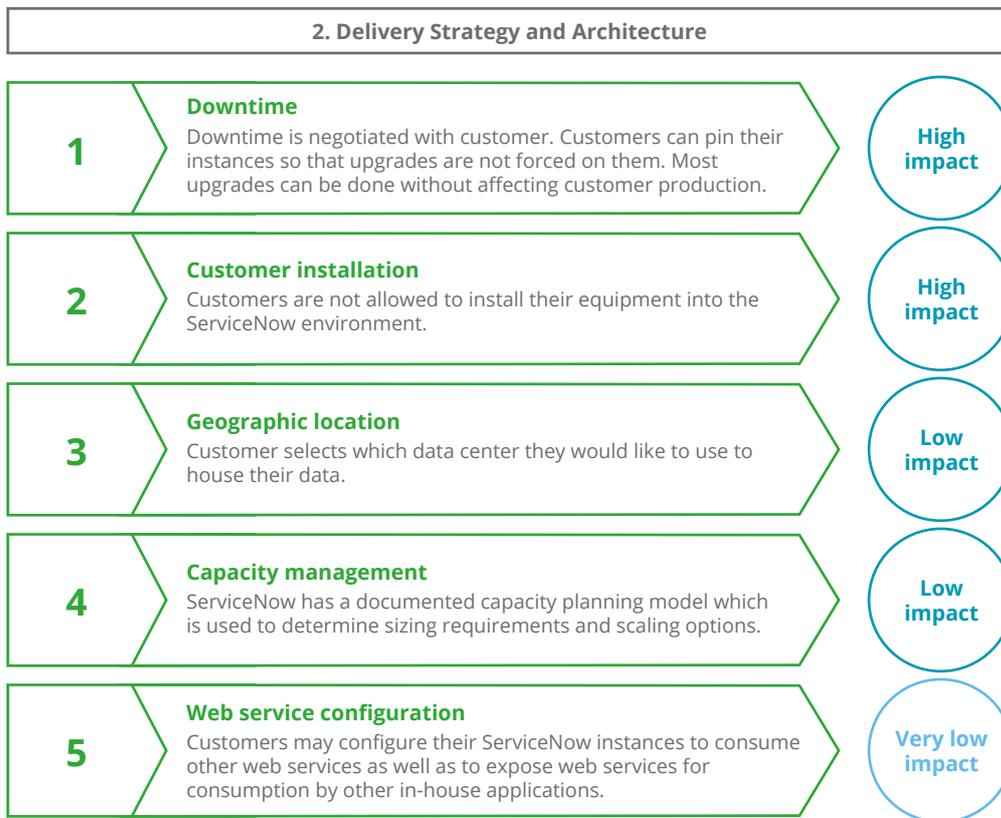
- Deloitte nutzt die Cloud Computing Intelligence Risk Map, mittels derer ServiceNow-spezifische Risiken angemessen identifiziert werden (siehe Grafik im Innenteil).
- Insgesamt adressiert die Cloud Computing Intelligence Risk Map 130 Risiken, die mit marktgängigen Standards verknüpft sind (siehe Abb. 1).

Abb. 1 – Client-specific evaluation of each risk map sub-area in scope

| Risk map area | Risk map sub-area |
|---|---|
| 4. Identity and Access Management | Access Management |
| <p>Question (SL.111)</p> <p>Is there a process which allows the client to specifically list who from the cloud provider will have access to their Scoped Systems and Data?</p> | <p>Rating and reference to CLIENT environment</p> <p>ServiceNow provides at no additional cost a plugin called the 'SNC Access Control Plugin'. Customers may use this plugin to restrict instance level access to named ServiceNow support personal and can specify who from ServiceNow can access the instance and when. This can be configured to prevent any ServiceNow support access to the instance unless this is explicitly updated to allow access. Note that in this case it may affect support service levels.</p> |
| ISO 27001 | 9.1 9.2 12.4 |
| ISO 27018 | 10.3 10.8 10.9 10.10 |
| Relation to Client Standards | The ServiceNow Access Management Process aligns smoothly with CLIENT process "Headquarters Access Management v3.18" and CLIENT identity management policy |

Sources: Deloitte assessment based on Standardized Information Gathering (SIG) Questionnaire (04.12) and several reports and white papers originating from ServiceNow

Abb. 2 – Management summary with 5 core results identified per risk map area



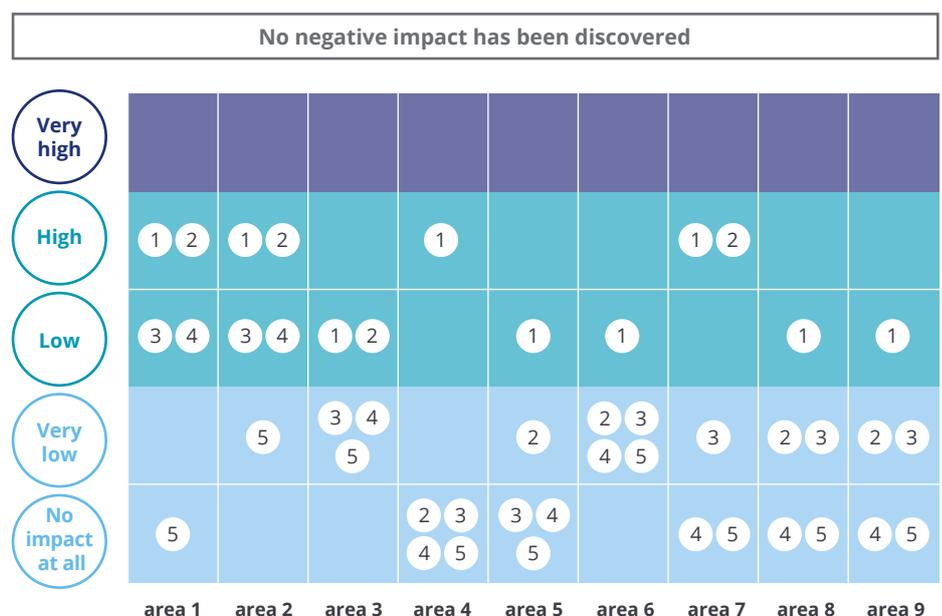
Methodology according to CLIENT Risk Management Process: Vulnerability analysis scenarios and rating applied to findings of ServiceNow assessment and a possible negative impact on CLIENT environment, sorted by level of impact (descending)

- Deloitte ist globaler Partner von ServiceNow und hat tiefgreifende Informationen bezogen auf organisatorische, prozessuale und technische Rahmenbedingungen (siehe Abb. 2).
- Wesentliche Ergebnisse werden im Einklang mit kundenspezifischen Anforderungen klassifiziert und priorisiert (siehe Abb. 3).

Deloitte unterstützt Sie als globaler ServiceNow System Integrator ganzheitlich

Deloitte's Service Line Technology Strategy & Architecture bietet umfangreiche Dienstleistungen in IT Strategy & Innovation, IT Governance & Management, IT Sourcing & Procurement, IT M&A sowie Transformation an und kann somit im gesamten Service Lifecycle beraten. Unsere Dienstleistungen werden zudem regelmäßig von Analysten ausgezeichnet. Deloitte erzielte beispielsweise in der „ALM Intelligence Competitive Landscape Analysis: Cloud Consulting 2016“ als führendes Cloud Beratungsunternehmen die Leader-Position.

Abb. 3 – All core results per risk map area are classified in a heat map



According to a potential negative impact on CLIENT the majority of core results have been classified with a risk of "low" or less (38 of 45). Methodology according to CLIENT Risk Management Process: Vulnerability analysis scenarios and rating applied to findings of ServiceNow assessment and a possible negative impact on CLIENT environment

Ihre Ansprechpartner

Jochen Fauser

Partner
Technology Strategy & Architecture
jfauser@deloitte.de

Timm Riesenberg

Senior Manager
Technology Strategy & Architecture
triesenberg@deloitte.de

Per Kall

Manager
Technology Strategy & Architecture
pkall@deloitte.de

Deloitte.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see www.deloitte.com/de/UeberUns for a more detailed description of DTTL and its member firms.

Deloitte provides audit, risk advisory, tax, financial advisory and consulting services to public and private clients spanning multiple industries; legal advisory services in Germany are provided by Deloitte Legal. With a globally connected network of member firms in more than 150 countries, Deloitte brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Deloitte's more than 244,000 professionals are committed to making an impact that matters.

This communication contains general information only not suitable for addressing the particular circumstances of any individual case and is not intended to be used as a basis for commercial decisions or decisions of any other kind. None of Deloitte GmbH Wirtschaftsprüfungsgesellschaft or Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte network") is, by means of this communication, rendering professional advice or services. No entity in the Deloitte network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.



Cloud Computing Risk Intelligence Map

The Cloud Computing Risk Intelligence Map™ provides a unique view on the pervasive, evolving, and interconnected nature of incremental risks associated with cloud computing that executives and managers may find useful in identifying risks that apply to their organizations.

Businesses thrive by taking risks, but falter when risk is managed ineffectively. A Risk Intelligent Enterprise™ recognizes this dual nature of risk and devotes sufficient resources both to risk taking for reward and to the protection of existing assets.

The Risk Intelligence Map is intended to serve as a guide on the journey toward Risk Intelligence by helping personnel in

all functions of an organization broaden their perspective on risk and improve their ability to execute their risk-related responsibilities. This may be accomplished by using the Risk Intelligence Map to:

- spur discussions about risk management topics, including risk identification, prioritization, measurement, and mitigation
- facilitate the connection of risk management silos
- identify redundant efforts in place to manage risk
- improve efficiency in compliance and risk management efforts

develop risk event scenarios that require integrated responses The Risk Intelligence Map is not a definitive or comprehensive representation of risks that may be encountered by an organization.

Consider customizing the Risk Intelligence Map based on risks that impact your organization. Areas could include regulatory, geographic, industry, and company-specific issues. For more information on customizing the Risk Intelligence Map to meet the needs of your organization, please contact your Deloitte practitioner.

