

## ServiceNow Vulnerability Response Implementation

Duration: 2 Days    Course Code: SNVRI

---

### Overview:

Learn the details of Vulnerability Response in ServiceNow.

This two-day course covers Vulnerability Response essentials such as why customers need Vulnerability Response, what Vulnerability Response is, and how to properly implement Vulnerability Response.

Participants will learn the common technical aspects of a Vulnerability Response implementation as well as experience various processes to effectively manage a Vulnerability Response implementation. Additionally, participants will learn tactical skills and strategies that will better prepare them to implement Vulnerability Response in a scalable, repeatable, and efficient manner.

Topics:

- Vulnerability Response Overview
- Getting Data into Vulnerability Response
- Tools to Manage Vulnerability Response Data
- Automating Vulnerability Response
- Vulnerability Response Data Visualization
- Vulnerability Response Delta for the Paris Release
- Capstone Project for Vulnerability Response Implementation

### e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

---

### Target Audience:

This course is suitable for anyone who will be working on a ServiceNow implementation of the Vulnerability Response applications. Examples, include: Process Owners – who will be champions for their process domain Technical Consultants and Administrators – who will be configuring, developing or supporting the Vulnerability Response applications Project/Program/Engagement Managers – who will be leading implementation of Vulnerability Response applications in ServiceNow Operations Managers – who have oversight of work which will be facilitated using Vulnerability Response applications in ServiceNow

---

### Objectives:

- During this two-day interactive training course participants learn how to run a successful customer Vulnerability Response Implementation.
  - Participants will:
    - Prepare to Implement Vulnerability Response
    - Configure NVD Auto-Updates
    - Perform a full Qualys Integration
    - Preview Rapid7 and Tenable Integrations
  - Configure Vulnerability Groups
  - Configure Criticality Calculator Groups
  - Perform Vulnerability Remediation Task Assignments
  - Design a Severe Vulnerability Workflow
  - Work with Vulnerability Dashboards and Reports
  - These objectives are achieved through a combination of demos, lecture, and group discussions. Lab exercises woven throughout the class walk you through how to effectively implement Vulnerability Response.
-

## Prerequisites:

- SNF - ServiceNow Fundamentals
- SNPI - ServiceNow Platform Implementation
- SNSOF - ServiceNow Security Operations (SecOps) Fundamentals
- ILFN4 - ITIL® 4 Foundation - Including Exam
- SNSSF - ServiceNow Scripting in ServiceNow Fundamentals
- SNSAA - ServiceNow System Administration Advanced

## Content:

Module 1 Vulnerability Response Overview	-Lab 2.1 Configure NVD Auto-Update	Module 4: Labs
Module 1: Objectives	-Lab 2.2 Full Qualys Integration and Store Preview	-Lab 4.1 Configure Vulnerability Exception Workflow
-Define ServiceNow Security Operations	Module 3 Tools to Manage Vulnerability Response	Module 5 Vulnerability Response Data Visualization
-Discuss Vulnerability Response	Module 3: Objectives	Module 5: Objectives
-Examine Vulnerability Response within the ServiceNow Platform	-Configure Vulnerability Groups for Easier Management	-Demonstrate Data Visualization through Dashboards and Reporting
Module 1: Labs	-Employ Tasking for Vulnerability Remediation	-Discuss Performance Analytics
-Lab 1.2 Exploring Vulnerability Response	Module 3: Labs	Module 5: Labs
-Lab 1.3 Preparing to Implement Vulnerability Response	-Lab 3.1 Configure Vulnerability Groups	-Lab 5.1 Dashboards and Reports
Module 2 Getting Data Into Vulnerability Response	-Lab 3.2 Configure Vulnerability Calculator Groups	Module 6 Vulnerability Response Paris Delta
Module 2: Objectives	-Lab 3.3 Vulnerability Remediation Task Assignment	Module 6: Objectives
-Definition of Vulnerabilities and Vulnerable Items	Module 4 Automating Vulnerability Response	-Discuss the new features in the Paris release
-Integrate Vulnerability Response with Vulnerability Scanners and Other Data Sources	Module 4: Objectives	-Define the changed features in the Paris release
-Scanner Integration and CMDB Reconciliation	-Demonstrate how to handle Vulnerability Exceptions	Module 7 Vulnerability Response Implementation Capstone Project
Module 2: Labs	-Construct Workflows for Process Automation	In order to reinforce the various topics presented in the Vulnerability Response Implementation course, the final course component is a take-home five task capstone project

## Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

[training@globalknowledge.qa](mailto:training@globalknowledge.qa)

[www.globalknowledge.com/en-qa/](http://www.globalknowledge.com/en-qa/)

Global Knowledge, Qatar Financial Center, Burj Doha, Level 21, P.O.Box 27110, West Bay, Doha, Qatar