ServiceNow Vulnerability Response Implementation

Duration: 2 Days   Course Code: SNVRI   Delivery Method: Virtual Learning

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 include: 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

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.

Target Audience:

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:

- **After you complete this course you will be able to:**

- 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

Prerequisites:

Attendees should meet the following prerequisites:

- SNSAF - ServiceNow Administration 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 Administrator Advanced

Content:

Vulnerability Response Overview

- Define ServiceNow Security Operations
- Discuss Vulnerability Response
- Examine Vulnerability Response within the ServiceNow Platform
- Lab 1.2 Exploring Vulnerability Response
- Lab 1.3 Preparing to Implement Vulnerability Response

Getting Data Into Vulnerability Response

- Definition of Vulnerabilities and Vulnerable Items
- Integrate Vulnerability Response with Vulnerability Scanners and Other Data Sources
- Scanner Integration and CMDB Reconciliation
- Lab 2.1 Configure NVD Auto-Update
- Lab 2.2 Full Qualys Integration and Store Preview

Tools to Manage Vulnerability Response

- Configure Vulnerability Groups for Easier Management
- Employ Tasking for Vulnerability Remediation
- Lab 3.1 Configure Vulnerability Groups
- Lab 3.2 Configure Vulnerability Calculator Groups
- Lab 3.3 Vulnerability Remediation Task Assignment

Automating Vulnerability Response

- Demonstrate how to handle Vulnerability Exceptions
- Construct Workflows for Process Automation
- Lab 4.1 Configure Vulnerability Exception Workflow

Vulnerability Response Data Visualization

- Demonstrate Data Visualization through Dashboards and Reporting
- Discuss Performance Analytics
- Lab 5.1 Dashboards and Reports

Vulnerability Response Paris Delta

- Discuss the new features in the Paris release
- Define the changed features in the Paris release

Vulnerability Response Implementation Capstone Project

- 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 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK