

Respond to security events in real time with **ServiceNow Security Incident Response**

ACHIEVE PREDICTABLE OUTCOMES



Efficient and effective security incident response requires a structured process, methods to initiate an incident, integrations with security tools. Our approach drives foundational playbooks and integrations to quickly improve response processes.

Repeatable response process
Playbooks drive specific actions
SIEM initiates and informs incidents

LEVERAGING A PROVEN METHODOLOGY

Readiness checklist
Templates and toolkits
Practitioner experience

The Iceberg Rapid Delivery Methodology is based on our 15 years of experience in risk and security deployments. We have packaged the elements we know work well to allow you to quickly get up and running.



RECOGNIZING VALUE QUICKLY AND COST EFFECTIVELY



The fastest way to realize the value of your ServiceNow investment is to take advantage of the best practices available 'out of the box'. Our approach speeds configurations and migrates your data to recognize benefits quickly.

Maximize 'out of the box'
Fixed fee engagement
Production ready 10 to 12 weeks

ESTABLISHING THE FOUNDATIONS FOR MATURITY

Chart your unique journey
Evolve efficiently and effectively
Intelligence through automation

The road to risk intelligence and predictive analytics with ML/AI requires a solid foundation. Iceberg Rapid Delivery establishes the necessary elements to begin the journey and empowers consistent improvements in your program.



READINESS ASSESSMENT

GOALS

-  Security incident process in ServiceNow
-  Actions driven by playbooks and tasks
-  KPI's for detection, analysis, and response
-  Workflows speed time to respond and contain

SUCCESS FACTORS

- Concepts of playbooks established
- ServiceNow supported SIEM store integration
- Consistent process for security incidents
- Able to link actions to specific assets / owners
- Flexibility to align with best practices

ABOUT US

15 years in business as specialists in risk and security
Over 500 successful deployments
Experience across all industries
ServiceNow Global Partner of the Year

